

**AMERICAN STANDARD  
CUSTOMER SATISFACTION SURVEY  
SERVICE FEEDBACK  
B and B Heating and Cooling - 5490**

<b>Customer:</b>	Thelma M [REDACTED]	<b>CSS Score:</b>	<b>90</b>
<b>Address:</b>	[REDACTED] Eldon, MO 65026	<b>Referral:</b>	<b>Probably Would</b>
<b>Phone:</b>		<b>Submitted:</b>	<b>02/20/2008</b>
<b>Work Completed:</b>	<b>02/13/2008</b>	<b>Responded:</b>	<b>03/10/2008</b>
<b>Technician:</b>	<b>Bill Painter</b>	<b>Survey Ref#:</b>	<b>0002149134</b>

Thank you for your commitment to customer satisfaction. Please call the survey center at (877) 29-AMSTD if you have any questions regarding this report.

**Survey Results:**

- |  |                                    |
|--|------------------------------------|
| 1. Was system working when you contacted contractor? | No                                 |
| 2. How did you find the contractor?                  | Telephone Book/Yellow Pages, Other |
| 3. Primary reason for selecting this contractor?     | Competitive Price                  |

4. Would you recommend the contractor to your friends or family? **Probably Would**

**CUSTOMER SATISFACTION SURVEY (CSS) SCORE IS BASED ON THE RESPONSES TO THE FOLLOWING QUESTION ONLY.**

5. How would you rate your satisfaction with the contractor personnel in the following areas?

a. Overall Satisfaction	Satisfied	11.25
b. Prompt	Satisfied	11.25
c. Courteous and Friendly	Satisfied	11.25
d. Took Time to Understand My Needs	Satisfied	11.25
e. Knowledgeable	Satisfied	11.25
f. Kept My Home Neat and Clean	Satisfied	11.25
g. Completed the Work in a Timely Manner	Satisfied	11.25
h. Answered Questions to My Satisfaction	Satisfied	11.25

**Total Customer Satisfaction Survey Score:**

**90** \*

- |  |    |
|--|----|
| 6. Do you have a Service or Maintenance Agreement?   | No |
| 7. Were you offered a Service or Maintenance Agreement?  | No |
| 8. Please share any additional comments or describe in your own words your overall experience. |    |

Customer comments: