

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

| | |
|--|-----------------------------------|
| Customer: Vince K [REDACTED] | CSS Score: 100 |
| Address: [REDACTED] [REDACTED] | Referral: Definitely Would |
| Phone: | Submitted: 3/23/2010 |
| Work Completed: 2/18/2010 | Responded: 4/14/2010 |
| Technician: Chad | Survey Ref#: 0003102848 |

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?
2. How did you find the contractor?
3. Primary reason for selecting this contractor?

CUSTOMER RESULTS:

- No
- Telephone Book/Yellow Pages
- Friendly/Trustworthy

| | |
|---|-----------------------------|
| 4. Would you recommend the contractor to your friends or family? | Definitely 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 | Very Satisfied 12.50 |
| b. Prompt | Very Satisfied 12.50 |
| c. Courteous and Friendly | Very Satisfied 12.50 |
| d. Took Time to Understand My Needs | Very Satisfied 12.50 |
| e. Knowledgeable | Very Satisfied 12.50 |
| f. Kept My Home Neat and Clean | Very Satisfied 12.50 |
| g. Completed the Work in a Timely Manner | Very Satisfied 12.50 |
| h. Answered Questions to My Satisfaction | Very Satisfied 12.50 |
| Total Customer Satisfaction Survey Score: | 100* |

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:

Please see next page for comment

Please share any additional comments or describe in your own words your overall experience.

I did not have heat at my second home. I had people that where staying there. I called BOB Healy & Cooling and they showed up within 1 hr. time. Fixed my problem & I am very happy !!!



40003102848

L