

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

| | | | |
|------------------------|-------------------------------------|---------------------|-------------------------|
| Customer: | Rick A [REDACTED] | CSS Score: | 95 |
| Address: | [REDACTED] Lake Ozark, MO 65049 | Referral: | Definitely Would |
| Phone: | | Submitted: | 04/28/2008 |
| Work Completed: | 04/02/2008 | Responded: | 05/19/2008 |
| Technician: | Bill Painter David | Survey Ref#: | 0002222783 |

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? | Yes |
| 2. How did you find the contractor? | Previous Experience |
| 3. Primary reason for selecting this contractor? | Previous Experience |

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 | Satisfied | 11.25 |
| 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 | Satisfied | 11.25 |
| f. Kept My Home Neat and Clean | Satisfied | 11.25 |
| g. Completed the Work in a Timely Manner | Very Satisfied | 12.50 |
| h. Answered Questions to My Satisfaction | Satisfied | 11.25 |

Total Customer Satisfaction Survey Score:

95 *

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

Customer comments: