

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

|                 |                                     |              |                  |
|-----------------|-------------------------------------|--------------|------------------|
| Customer:       | Marjetta A [REDACTED]               | CSS Score:   | 100              |
| Address:        | [REDACTED]<br>Osage Beach, MO 65065 | Referral:    | Definitely Would |
| Phone:          |                                     | Submitted:   | 5/4/2010         |
| Work Completed: | 4/23/2010                           | Responded:   | 6/9/2010         |
| Technician:     | Jake                                | Survey Ref#: | 0003147239       |

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:**

- Yes
- Previous Experience
- Previous Experience

|   |                           |
|---|---------------------------|
| 4. Would you recommend the contractor to your friends or family?  | Definitely Would          |
| <b>CUSTOMER SATISFACTION SURVEY (CSS) SCORE IS BASED ON THE RESPONSES TO THE FOLLOWING QUESTION ONLY.</b> |                           |
| 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 |
| <b>Total Customer Satisfaction Survey Score:</b>  | <b>100</b> *              |

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

Customer comments: