

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

Customer:	██████████	CSS Score:	90
Address:	████████████████████ ██████████	Referral:	Neutral
Phone:	██████████	Submitted:	05/05/2009
Work Completed:	04/25/2009	Responded:	06/15/2009
Technician:	Bill Painter	Survey Ref#:	0002706665

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? Recommended by Friend
- 3. Primary reason for selecting this contractor? Previous Experience

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

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:

Please see next page for comment

* For more information on how score is calculated, consult the help area on main menu.

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

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

My overall experience was very satisfying. The only disappointing part was the cost of \$145.00. He did not replace any parts but simply tightened something. He was here about 20 minutes total.



phone [REDACTED]
L 2n



40002706665