

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

<b>Customer:</b> Willard D [REDACTED]	<b>CSS Score:</b> 100
<b>Address:</b> [REDACTED] [REDACTED]	<b>Referral:</b> Definitely Would
<b>Phone:</b>	<b>Submitted:</b> 06/12/2009
<b>Work Completed:</b> 05/06/2009	<b>Responded:</b> 06/22/2009
<b>Technician:</b> Chris	<b>Survey Ref#:</b> 0002761018

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?     | Other               |

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 Answer |
| 8. Please share any additional comments or describe in your own words your overall experience. |           |

Customer comments:

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I have been very pleased with B and B, they have always been prompt (even in bad weather), courteous, and very effective in solving my problems in a reasonable, economical way. These folks always do more than I asked for or expected, and do it consistently for less cost than I expected. I would (and have) recommend them to anyone.

Though I don't have a service contract with them, I do ask them to do preventive maintenance, and will continue to do that.