

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

Customer:	Victor L [REDACTED]	CSS Score:	98
Address:	[REDACTED] Osage Beach, MO 65065	Referral:	Definitely Would
Phone:		Submitted:	6/11/2010
Work Completed:	5/14/2010	Responded:	7/28/2010
Technician:	Hal	Survey Ref#:	0003200529

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, Telephone Book/Yellow Pages
- 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	Very Satisfied 12.50
b. Prompt	Satisfied 11.25
c. Courteous and Friendly	Very Satisfied 12.50
d. Took Time to Understand My Needs	Satisfied 11.25
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:	98 *

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: