

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

Customer:	James N [REDACTED]	CSS Score:	100
Address:	[REDACTED]	Referral:	Definitely Would
	[REDACTED]	Submitted:	7/10/2009
Phone:		Responded:	8/10/2009
Work Completed:	6/23/2009	Survey Ref#:	0002805657
Technician:	Hal		

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:

- No
- Recommended by Friend or Family Member

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	No Answer
c. Courteous and Friendly	No Answer
d. Took Time to Understand My Needs	No Answer
e. Knowledgeable	No Answer
f. Kept My Home Neat and Clean	No Answer
g. Completed the Work in a Timely Manner	No Answer
h. Answered Questions to My Satisfaction	No Answer
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:

Please see next page for comment

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

SERVICE WAS VERI GOOD - YOUNG MAN
WENT TO GREAT LENGTHS TO MAKE SURE
EVERYTHING WAS IN WORKING ORDER



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