

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

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|-----------------|------------------------------------|--------------|------------------|
| Customer: | David S [REDACTED] | CSS Score: | 100 |
| Address: | [REDACTED] Lake Ozark, MO 65049 | Referral: | Definitely Would |
| Phone: | | Submitted: | 7/13/2010 |
| Work Completed: | 6/25/2010 | Responded: | 8/4/2010 |
| Technician: | Bill P | Survey Ref#: | 0003249282 |

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 |
| 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 | No Answer |
| 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
8. Please share any additional comments or describe in your own words your overall experience

Customer comments: