

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

Customer: Paul R [REDACTED]	CSS Score: 90
Address: [REDACTED] Lake Ozark, MO 65049	Referral: Definitely Would
Phone:	Submitted: 07/11/2008
Work Completed: 06/30/2008	Responded: 07/30/2008
Technician: Todd Painter	Survey Ref#: 0002338074

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? 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	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? Yes
- 8. Please share any additional comments or describe in your own words your overall experience.

Customer comments:

Please see next page for comment

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SERVICE FEEDBACK
B and B Heating and Cooling - 5490**

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

Overall, our Trane Heat Pump System has been an
going problem during the years we have had it. Due NOT
at all to this contractor who has completed
The most recent service to it.

I'm sorry I would NOT recommend my Trane
System very highly.



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