

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

<b>Customer:</b> Barb L [REDACTED]	<b>CSS Score:</b> 98
<b>Address:</b> [REDACTED] [REDACTED]	<b>Referral:</b> Definitely Would
<b>Phone:</b>	<b>Submitted:</b> 8/10/2010
<b>Work Completed:</b> 7/3/2010	<b>Responded:</b> 9/8/2010
<b>Technician:</b> Chad	<b>Survey Ref#:</b> 0003284423

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
- Telephone Book/Yellow Pages
- Friendly/Trustworthy

<b>4. Would you recommend the contractor to your friends or family?</b>	<b>Definitely Would</b>
<b>CUSTOMER SATISFACTION SURVEY (CSS) SCORE IS BASED ON THE RESPONSES TO THE FOLLOWING QUESTION ONLY.</b>	
<b>5. How would you rate your satisfaction with the contractor personnel in the following areas?</b>	
a. Overall Satisfaction	Very Satisfied      12.50
b. Prompt	Satisfied              11.25
c. Courteous and Friendly	Satisfied              11.25
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
<b>Total Customer Satisfaction Survey Score:</b>	<b>98</b> *

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: