

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

Customer:	Sue S [REDACTED]	CSS Score:	NA
Address:	[REDACTED] Osage Beach, MO 65065	Referral:	Definitely Would
Phone:		Submitted:	08/25/2008
Work Completed:	08/12/2008	Responded:	09/03/2008
Technician:	Chris	Survey Ref#:	0002402580

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:

- | | |
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| 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	No Answer	
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	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:

NA *

- | | |
|--|----|
| 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:

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This is the third season that I have had trouble w/my unit at the beginning of the season. I had used another contractor the past 2 years and was not satisfied. I am very grateful to the friend that recommended B&B to me. They were prompt, courteous, and very professional. I am looking forward to the beginning of next season when I can turn on the AC without problems. I am confident that B&B has fixed my problem!!