

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

Customer: Joe [REDACTED]	CSS Score: 91
Address: [REDACTED] [REDACTED]	Referral: Probably Would
Phone:	Submitted: 8/24/2009
Work Completed: 8/18/2009	Responded: 8/31/2009
Technician: Bill Painter	Survey Ref#: 0002865942

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
- Recommended by Friend
- Friendly/Trustworthy

4. Would you recommend the contractor to your friends or family?	Probably 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	Very Satisfied 12.50
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:	91 *

6. Do you have a Service or Maintenance Agreement? No Answer
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: