

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

Customer:	Hal P [REDACTED]	CSS Score:	91
Address:	[REDACTED] [REDACTED]	Referral:	Probably Would
Phone:	[REDACTED]	Submitted:	09/12/2008
Work Completed:	09/02/2008	Responded:	10/01/2008
Technician:	Bill Painter	Survey Ref#:	0002426464

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? | Yes |
| 2. How did you find the contractor? | Telephone Book/Yellow Pages |
| 3. Primary reason for selecting this contractor? | Other |

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	Very Satisfied	12.50
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:

91 *

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


Please see next page for comment

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

We feel the service charge for coming out was enough for him to "diagnose" what was wrong without an additional \$69.00 "diagnosis" fee which was for us both unusual and excessive.

My husband suggested to the technician that he felt it probably was low on gas when he arrived, the tech checked and found it to be so + charged the unit. He was not there very long + we feel we should be refunded the diagnostic fee.


Cary, N.C. 27510



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