

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

|  |                                   |
|--|-----------------------------------|
| <b>Customer:</b> JoAnn S [REDACTED]      | <b>CSS Score:</b> 97              |
| <b>Address:</b> [REDACTED]<br>[REDACTED] | <b>Referral:</b> Definitely Would |
| <b>Phone:</b>                            | <b>Submitted:</b> 10/4/2010       |
| <b>Work Completed:</b> 9/8/2010          | <b>Responded:</b> 10/25/2010      |
| <b>Technician:</b> Chris P               | <b>Survey Ref#:</b> 0003362181    |

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, 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   | Very Satisfied      12.50  |
| c. Courteous and Friendly   | Very Satisfied      12.50  |
| d. Took Time to Understand My Needs   | No Answer                  |
| e. Knowledgeable  | Satisfied            11.25 |
| f. Kept My Home Neat and Clean  | Satisfied            11.25 |
| g. Completed the Work in a Timely Manner  | Very Satisfied      12.50  |
| h. Answered Questions to My Satisfaction  | No Answer                  |
| <b>Total Customer Satisfaction Survey Score:</b>  | <b>97</b> *                |

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: