

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

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|--|---------------------------------|
| Customer: Gerry S [REDACTED] | CSS Score: 94 |
| Address: [REDACTED] [REDACTED] | Referral: Probably Would |
| Phone: | Submitted: 9/24/2009 |
| Work Completed: 9/22/2009 | Responded: 10/12/2009 |
| Technician: Chris | Survey Ref#: 0002912235 |

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
- Telephone Book/Yellow Pages
- 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 | Very Satisfied 12.50 |
| 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: | 94 * |

6. Do you have a Service or Maintenance Agreement? Yes
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:

Please see next page for comment

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

I was unable to locate the initial installers (sometime in 2008), therefore agreed to the Maintenance Agreement. I suspect there is warranty / maintenance agreement on this newly purchased residence with a unit manufactured 11/2007. However, unable to obtain any information from the previous owners.....

My concern the A/C / Furnace was noted by an inspector that the filter was missing. To my dismay, the B+B Heating & Cooling did not have a proper filter to install, thus "rigid" one - I was not happy w/ that and requested the correct fitting filter (23"x20"). It req'd a trip to B+B office for me to install. Personnel were very responsive - no complaint with them but "disappointed with lack of properly completing the Maintenance Agreement, which includes installing new filter."



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