

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

<b>Customer:</b>	Sue B [REDACTED]	<b>CSS Score:</b>	<b>100</b>
<b>Address:</b>	[REDACTED] Lake Ozark, MO 65049	<b>Referral:</b>	<b>Definitely Would</b>
<b>Phone:</b>		<b>Submitted:</b>	10/18/2007
<b>Work Completed:</b>	10/11/2007	<b>Responded:</b>	11/19/2007
<b>Technician:</b>	Aaron Chad Painter	<b>Survey Ref#:</b>	0001985457

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?                  | Previous Experience |
| 3. Primary reason for selecting this contractor?     | Knowledgeable       |

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	Very Satisfied	12.50
b. Prompt	No Answer	
c. Courteous and Friendly	No Answer	
d. Took Time to Understand My Needs	No Answer	
e. Knowledgeable	No Answer	
f. Kept My Home Neat and Clean	No Answer	
g. Completed the Work in a Timely Manner	No Answer	
h. Answered Questions to My Satisfaction	No Answer	

**Total Customer Satisfaction Survey Score:**

**100** \*

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