

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

Customer: AI R [REDACTED]	CSS Score: 100
Address: [REDACTED] [REDACTED]	Referral: Definitely Would
Phone:	Submitted: 10/23/2007
Work Completed: 10/16/2007	Responded: 11/14/2007
Technician: Bill Painter	Survey Ref#: 0001991597

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? | No Answer |

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	Very Satisfied	12.50
c. Courteous and Friendly	Very Satisfied	12.50
d. Took Time to Understand My Needs	Very Satisfied	12.50
e. Knowledgeable	Very Satisfied	12.50
f. Kept My Home Neat and Clean	Very Satisfied	12.50
g. Completed the Work in a Timely Manner	Very Satisfied	12.50
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:

Please see next page for comment

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

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

Bill & BARB ARE VERY PROFESSIONAL
& ~~Knowledgeable~~ Knowledgeable Friendly - Courteous
Great TO Deal with!
CA



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