

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

<b>Customer:</b> Gary L [REDACTED]	<b>CSS Score:</b> <b>61</b>
<b>Address:</b> [REDACTED] Lake Ozark, MO 65049	<b>Referral:</b> <b>Definitely Would</b>
<b>Phone:</b>	<b>Submitted:</b> 11/06/2008
<b>Work Completed:</b> 10/28/2008	<b>Responded:</b> 11/26/2008
<b>Technician:</b> Hal	<b>Survey Ref#:</b> 0002510727

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.

**Please respond quickly to your customer. Your customer indicated that they probably or definitely would not recommend your dealership and/or your customer satisfaction survey score is below 90.**

**Survey Results:**

- |  |       |
|--|-------|
| 1. Was system working when you contacted contractor? | No    |
| 2. How did you find the contractor?                  | Other |
| 3. Primary reason for selecting this contractor?     | Other |

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	Neutral	6.25
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	Dissatisfied	1.25
f. Kept My Home Neat and Clean	Satisfied	11.25
g. Completed the Work in a Timely Manner	Dissatisfied	1.25
h. Answered Questions to My Satisfaction	Neutral	6.25

**Total Customer Satisfaction Survey Score:**

**61** \*

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