

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

Customer:	Mike K [REDACTED]	CSS Score:	100
Address:	[REDACTED] [REDACTED]	Referral:	Probably Would
Phone:	[REDACTED]	Submitted:	11/28/2007
Work Completed:	11/20/2007	Responded:	12/10/2007
Technician:	Bill Painter	Survey Ref#:	0002049121

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? Other
- 3. Primary reason for selecting this contractor? 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	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	Very Satisfied	12.50

Total Customer Satisfaction Survey Score:

100 *

- 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:

* For more information on how score is calculated, consult the help area on main menu.

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Since having the work done, I have been advised by others that I paid too much to have a thermostat installed.

But I liked the serviceman and bought a Service Agreement.