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

Customer:	**Mike K[redacted]**	**CSS Score:**	**100**
Address:	[redacted]	**Referral:**	**Definitely Would**
		Submitted:	**08/19/2008**
Phone:		**Responded:**	**09/08/2008**
Work Completed:	**08/03/2008**	**Survey Ref#:**	**0002394529**
Technician:	**Bill Painter**		

Thank you for your commitment to customer safisfaction. 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? — 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	**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:

Please see next page for comment

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

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

air Conditioner went out on Saturday night. They were There at 9 AM Sunday morning to Fix It. This is a condo and we didn't know That the air wasn't Working till we got There Late Saturday. PMG Manager the Condo Complex and They Recomended B+B. After Dealing With Them I would also Recomend Them. We Now Have a service Contract With Them.

Sincerely

[redacted]

8-25-08

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Data Recognition Corp.-1C8028-8539-54321

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