

# AMERICAN STANDARD CUSTOMER SATISFACTION SURVEY SERVICE FEEDBACK A and B Htg and AC - 6555

<b>Customer:</b>	Judy Steinhaus	<b>CSS Score:</b>	100
<b>Address:</b>	460 W. Main Street Williamsburg, OH 45176	<b>Referral:</b>	Definitely Would
<b>Phone:</b>		<b>Submitted:</b>	12/2/2010
<b>Work Completed:</b>	11/20/2010	<b>Responded:</b>	1/31/2011
<b>Technician:</b>	Bennie Causby	<b>Survey Ref#:</b>	0003439561

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?
2. How did you find the contractor?
3. Primary reason for selecting this contractor?

**CUSTOMER RESULTS:**

- No  
Previous Experience  
Other

<b>4. Would you recommend the contractor to your friends or family?</b>	<b>Definitely Would</b>
<b>CUSTOMER SATISFACTION SURVEY (CSS) SCORE IS BASED ON THE RESPONSES TO THE FOLLOWING QUESTION ONLY.</b>	
<b>5. How would you rate your satisfaction with the contractor personnel in the following areas?</b>	
<b>a. Overall Satisfaction</b>	<b>Very Satisfied      12.50</b>
<b>b. Prompt</b>	<b>Very Satisfied      12.50</b>
<b>c. Courteous and Friendly</b>	<b>Very Satisfied      12.50</b>
<b>d. Took Time to Understand My Needs</b>	<b>Very Satisfied      12.50</b>
<b>e. Knowledgeable</b>	<b>Very Satisfied      12.50</b>
<b>f. Kept My Home Neat and Clean</b>	<b>Very Satisfied      12.50</b>
<b>g. Completed the Work in a Timely Manner</b>	<b>Very Satisfied      12.50</b>
<b>h. Answered Questions to My Satisfaction</b>	<b>Very Satisfied      12.50</b>
<b>Total Customer Satisfaction Survey Score:</b>	<b>100*</b>

6. Do you have a Service or Maintenance Agreement? No
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*

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

A + B always comes when we need them no matter the time or day. Their people are always competent, quick & very helpful. They always do what ever is necessary as quickly as possible & do not try to take longer to cost a customer more. In fact they always try to get things done right the first time & efficiently. I've never had to have them come back to redo any work they've ever done -



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