

TRANE

CUSTOMER SATISFACTION SURVEY

SERVICE FEEDBACK

DEANS SHOP - 9444

Customer:	CSS Score:	94
Address:	Referral:	Definitely Would
Fischer, TX 78623	Submitted:	6/11/2009
Phone:	Responded:	7/8/2009
Work Completed: 6/11/2009	Survey Ref#:	0002760117
Technician: Ernest		
Brent		

Thank you for your commitment to customer satisfaction. Please call the survey center at (877) TRANE-20 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
- Previous Experience with Contractor

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	Satisfied 11.25
b. Prompt	Satisfied 11.25
c. Courteous and Friendly	Satisfied 11.25
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	Satisfied 11.25
h. Answered Questions to My Satisfaction	Satisfied 11.25
Total Customer Satisfaction Survey Score:	94 *

6. Do you have a Service or Maintenance Agreement? Yes
7. Were you offered a Service or Maintenance Agreement? No Answer
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.

Walter Mott (owner of Deau's Shop) was one of three Trane organization representatives to bid on the two systems to replace the Ruud systems originally installed in my home. He was by far the most thorough in analyzing my needs! Following additional questions that I had after reviewing all bids & writing second bids, I chose Deau's Shop. This was by no means the lowest bid - but - it was straight forward & complete & of course I kept remembering how impressed I was with Walter's original analysis!

I have always been happy with the scheduled service provided by Deau's Shop & have found the personnel involved to be pleasant, knowledgeable and efficient.

Trane is well represented by a contractor of this calibre -



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