

# TRANE

## CUSTOMER SATISFACTION SURVEY

### SERVICE FEEDBACK

### DEANS SHOP - 9444

<b>Customer:</b>	<b>CSS Score:</b>	<b>98</b>
<b>Address:</b>	<b>Referral:</b>	<b>Definitely Would</b>
<b>Martindale, TX 78655</b>	<b>Submitted:</b>	<b>6/11/2009</b>
<b>Phone:</b>	<b>Responded:</b>	<b>7/1/2009</b>
<b>Work Completed: 6/10/2009</b>	<b>Survey Ref#:</b>	<b>0002760101</b>
<b>Technician: Ernest</b>		

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:**

- Yes
- Recommended by Friend
- Recommended by Friend or Family Member

<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>Satisfied 11.25</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>Satisfied 11.25</b>
<b>Total Customer Satisfaction Survey Score:</b>	<b>98</b> *

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: