

TRANE

CUSTOMER SATISFACTION SURVEY

SERVICE FEEDBACK

DEANS SHOP - 9444

Customer:	CSS Score:	100
Address:	Referral:	Definitely Would
San Marcos, TX 78666	Submitted:	6/10/2009
Phone:	Responded:	7/20/2009
Work Completed: 6/9/2009	Survey Ref#:	0002755783
Technician: ernest		

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
- 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	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

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

Walter explained all about the new unit before I ordered it. The men who put it in were friendly + cleaned up after their work & boxes, etc. I got a good lesson on how the new thermostat would work + how to do the schedules. Over the first year they came out to check to see that all was working. The unit works so quietly - we all are glad we got a new Trane

Alex Pratt



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