

**TRANE
CUSTOMER SATISFACTION SURVEY
SERVICE FEEDBACK
AA Schreiber Corp - 8080**

Customer:	Emerson Basco	CSS Score:	94
Address:	5665 ELLIS DR. Jacksonville, FL 32205	Referral:	Definitely Would
Phone:	904-693-0447	Submitted:	04/11/2008
Work Completed:	04/04/2008	Responded:	05/05/2008
Technician:	anthony st.john Joey Dymon	Survey Ref#:	0002204014

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:

CUSTOMER RESPONSE:

1. Was system working when you contacted contractor?
2. How did you find the contractor?

Yes
Advertisement

3. Primary reason for selecting this contractor?

Competitive Price

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	Satisfied	11.25
c. Courteous and Friendly	Very Satisfied	12.50
d. Took Time to Understand My Needs	Very Satisfied	12.50
e. Knowledgeable	Satisfied	11.25
f. Kept My Home Neat and Clean	Satisfied	11.25
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? Yes
8. Please share any additional comments or describe in your own words your overall experience.

Customer comments:

Please see next page for comment

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JUST WANT TO EXPRESS OUR GRATITUDE AND SPECIAL THANKS TO ANTHONY (TECHNICIAN) AND ANGIE (SALES REP.) FOR A JOB WELL DONE. THIS SYSTEM IS WORTH EVERY PENNY I'VE SPENT. HIGHLY RECOMMENDED SERVICE.



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Data Recognition Corp.-1C8028-8536-54321

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