

2017 Homeowner Survey

Homeowner Information

Full Name	Debbie Maddox
Email	deb.maddox@yahoo.com
Phone	
Customer City	Houston
Customer State	Texas
Customer Country	United States
Survey Type	POST CARD ONLINE
End Date	13-May-2017 08:34:00 PM
Brand of Unit Serviced/Installed	Trane

Work Event Details

Work Type	INSTALL
Work Completion Date	5/11/2017
Dealer Name	Total Comfort A/C Systems
Brand	TRANE

Overall Key Measures

Overall Satisfaction (Original Survey Only)	Very Satisfied 10
Likelihood to Contact Dealer in Future (Original Survey Only)	Very Likely 10
Likelihood to Recommend Dealer (Original Survey Only)	Very Likely 10
Likelihood to Recommend Brand (Original Survey Only)	Very Likely 10
Individual CSI	100
Individual NPS - Dealer	Promoter
Individual NPS - Brand	Promoter
Ease of Doing Business	Extremely Easy
Value Felt From Dealer Doing Business With You	Extremely Valued
Meeting Needs	Met all of my needs
Individual CXI	100

Dealer Meeting Homeowner Expectations - Scheduling/Quoting

Ease of Contacting Representative	Exceeded Expectations 10
Friendliness of Representative Answering Phone	Exceeded Expectations 10
Ability to Schedule Convenient Appointment	Exceeded Expectations 10
Understood Needs/Offered Best Solution	Exceeded Expectations 10
Product Knowledge/Able to Answer Questions	Exceeded Expectations 10

Dealer Meeting Homeowner Expectations - Appointment

Arrived On Time	Exceeded Expectations 10
Appropriate/Professional Attire	Exceeded Expectations 10
Explained System Operation/Maintenance	Exceeded Expectations 10
Explained Equipment Registration/Warranties	Exceeded Expectations 10
Professional/Courteous Communication	Exceeded Expectations 10
Communication On Status of Service	Exceeded Expectations 10
Completed Work in Timely Manner	Exceeded Expectations 10
Kept Home Clean/Removed Trash Prior to Departure	Exceeded Expectations 10
Completed Work with Minimal Interruptions	Exceeded Expectations 10
Dealer Service Team	Excellent 10

System Quality & Maintenance

Equipment Quality	Excellent 10
Equipment Quality Met Expectations	Yes

Finding & Selecting a Dealer or Brand

Other Reason for Selecting Dealer
Better Business Bureau

Reasons for Selecting Dealer

- Dealer had a Competitive Price
- Dealer sold (Brand) Products
- Dealer was Friendly/Trustworthy
- Dealer was Knowledgeable
- Dealer is an independent (Brand) Dealer
- Other

Method Finding Dealer

- Internet Search (e.g., Brand website, Google)
- Other

Other Method Finding Dealer
Better Business Bureau

Reasons for Selecting Brand

- Reputation
- Value

Homeowner Comments

What Dealer Should Continue to Do

Communication, professionalism. We really liked the detailed proposal and the willingness to answer every one of my husband's questions...and there were many!

Any Outstanding Needs

No



This report provides important feedback and insights. SmartSummary is a service of Walker and part of your company's focus on building strong business relationships.

Current Filter Description:

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 Respondent ID is 468252240
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