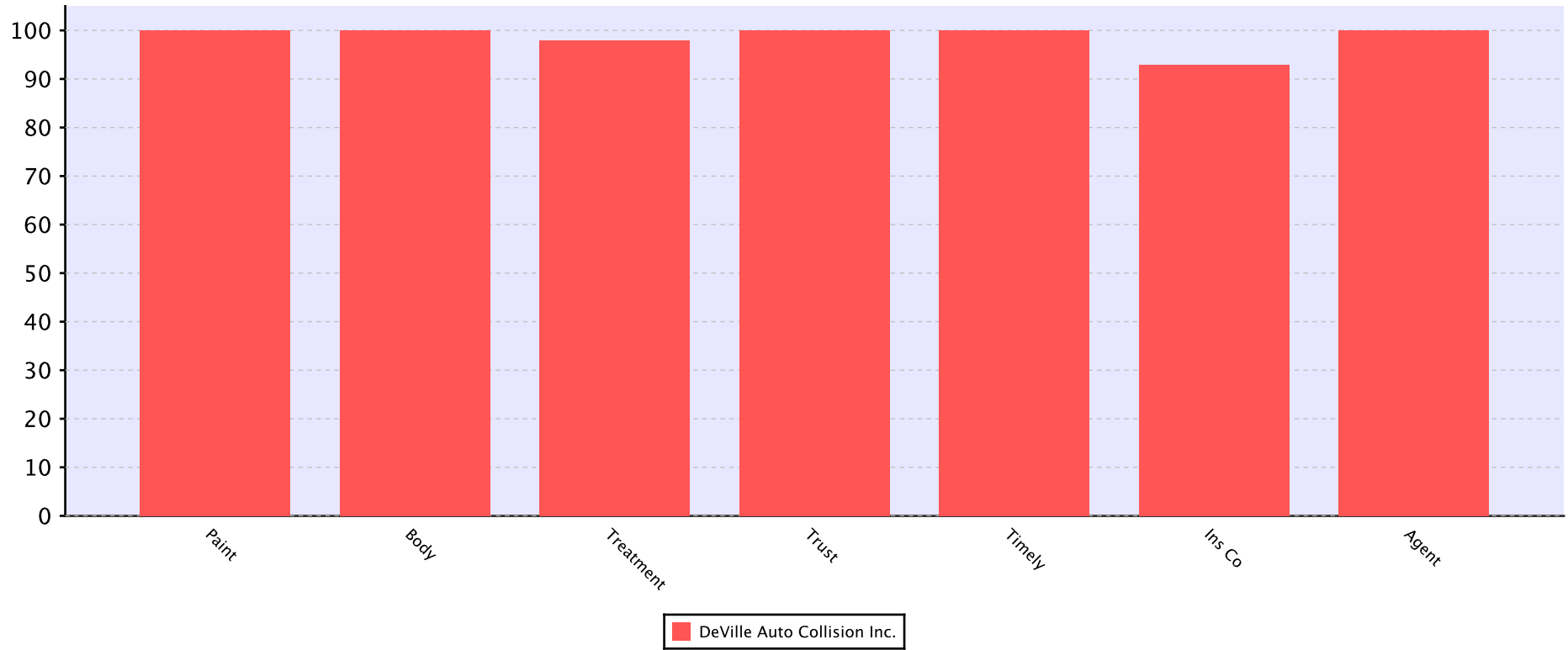


Performance Feedback Location Review



2009-07-01 through 2009-07-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	22	100.0 %	100.0 %	100.0 %	98.0 %	100.0 %	100.0 %	92.9 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent	
DeVille Auto Collision Inc.	22	100.0 %	100.0 %	100.0 %	98.0 %	100.0 %	100.0 %	92.9 %	100.0 %	
<hr/>										
Arcuelo, Dennis & Laura (#4469) - Chose Body Shop			<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
			Yes	Yes	10	Yes	Yes		Yes	Blank
Chose Body Shop Because	Family Friend		A friend recommended this shop.							
Compliment	Body		They did a great job.							
Insurance Company:	Safeco Insurance									
<hr/>										
Avis, Dr. Victor P (#4348) - Chose Body Shop Because			<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
			Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
Chose Body Shop Because	Employee		I know someone at the shop.							
Compliment	Body		They did a great job.							
Insurance Company:	The Hartford									
<hr/>										
Bango, Zoltan (#4488) - Chose Body Shop Because Survey			<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
			Yes	Yes	8	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Location		I chose this shop because of its location.							
Insurance Company:	National Grid									
<hr/>										
Buthorn, Frank (#4481) - Chose Body Shop Because			<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
			Yes	Yes	10	Yes	Yes	Agent Not Specified	No	Blank
Chose Body Shop Because	Employee		I know someone at the shop through Rotary.							
Not Rec Ins Co	Other		The insurance company was difficult to deal with.							
Insurance Company:	Cou									
<hr/>										
Delahanty**, Neal (#4346) - Chose Body Shop Because			<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
			Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Blank
Chose Body Shop Because	Family Friend		A friend recommended this shop.							
Insurance Company:	None									
<hr/>										
Dimaggio, Vincent (#4517) - Chose Body Shop Because			<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
			Yes	N/A	10	Yes	Yes		N/A	N/A
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.							
Chose Body Shop Because	Family Friend		A friend recommended this shop.							
Comment	Paint		My motorcycle fender was repainted.							
Rec Body Shop	Body Shop		I would recommend this shop to other people because of their quality workmanship.							
Insurance Company:	None									

	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
Donati, John (#4513) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop. We have known of this shop for many years. DeVille has fixed many of our cars.					
Compliment	Body Shop		DeVille Auto is very meticulous in their work.					
Compliment			The staff is very courteous.					
Rec Body Shop	Body Shop		I already have recommend this shop.					
Insurance Company:	None							
Galante, Steve (#4501) - Chose Body Shop Because	N/A	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Location		I chose this shop because of its location.					
Compliment	Body		They did a very good job in repairing the car seat cushion.					
Insurance Company:	None							
Giantasio, Vincent (#4475) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes		Yes	Yes
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.					
Comment	Body Shop		We had no time table.					
Compliment	Body		The body looks new.					
Compliment	Body Shop		This is not the first time I have been to this shop. My father and two sisters have had work done also.					
Compliment	Paint		Great job on the paint.					
Rec Ins Co	Other		The insurance company was fast and friendly.					
Insurance Company:	Adirondack							
Halpern, Steven (#4441) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.					
Comment	Body Shop		It took a little bit longer but it was OK.					
Insurance Company:	None							
Karcher, Deborah & James (#4457) - Chose Body Shop	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Compliment	Body Shop		All are very professional.					
Compliment	Body		They did a good job.					
Insurance Company:								

	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
Maldonado, Christopher (#4389) - Chose Body Shop	Yes	Yes	10	Yes	Yes		N/A	N/A
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body	Everything was fine.						
Insurance Company:	None							
Marino, Thomas (#4476) - Chose Body Shop Because	N/A	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Other	I went to DeVille Auto Collision on my own free will, as a paying customer, not for insurance or accident work.						
Chose Body Shop Because	Internet Ad	I found this shop on the internet.						
Chose Body Shop Because	Location	I chose this shop because of its location.						
Compliment	Body	The shop did a very neat, clean and correct job.						
Compliment		The shop staff were extremely friendly and courteous.						
Compliment	Delivery Date	The shop worked according to my schedule.						
Compliment	Body Shop	I need to return to this shop soon for more work I would like done. That should say it all.						
Rec Body Shop	Body Shop	I already have recommended this shop to someone.						
Insurance Company:	None							
Naysmith, Andrew (#4489) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes		N/A	N/A
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Body	Everything was fine.						
Insurance Company:	None							
Rachlin, Maureen (#4454) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Insurance Company:	The Hartford							
Sanchez, Jeannette (#4445) - Compliment Survey	Blank	Blank	Blank	Blank	Blank	Agent Not Specified	Blank	Blank
Compliment		Friendly staff, went above and beyond expectations						
Compliment		Wonderful work on my car. Looks like new. Thanks for a great job.						
Insurance Company:	Progressive							

	<u>Paint</u>	<u>Body</u>	<u>Treatment</u>	<u>Trust</u>	<u>Timely</u>	<u>Agent Name</u>	<u>Ins Co</u>	<u>Agent</u>
Shevack, Arthur & Marge (#4468) - Compliment Survey	Yes	Yes	Blank	Blank	Blank		Blank	Blank
Compliment	Body I am satisfied with the service. Thank you.							
Insurance Company:	None							
Siegel, Olympia (#4456) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Insurance Company:	Unknown							
Spiteri, Vincent (#4458) - Chose Body Shop Because	Yes	Yes	8	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Insurance Company:	Metlife							
Verrelli, Tony (#4446) - Compliment Survey	Yes	Yes	Blank	Blank	Blank	Agent Not Specified	Blank	Blank
Compliment	Body Everything was fine. Thank you very much.							
Insurance Company:	None							
Viola, Ella (#4455) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes		Yes	N/A
Chose Body Shop Because	Repeat Customer I am a repeat customer at this shop.							
Compliment	Body Shop I am always treated like family. I never have to worry about any part of the accident. David handled it all for me, even speaking to the insurance company. What a blessing, especially since I don't know what I am doing when it comes to negotiating with the insurance company. Thank you.							
Insurance Company:	Allstate Insurance							
Young, Debra (#4480) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Insurance Company:	None							