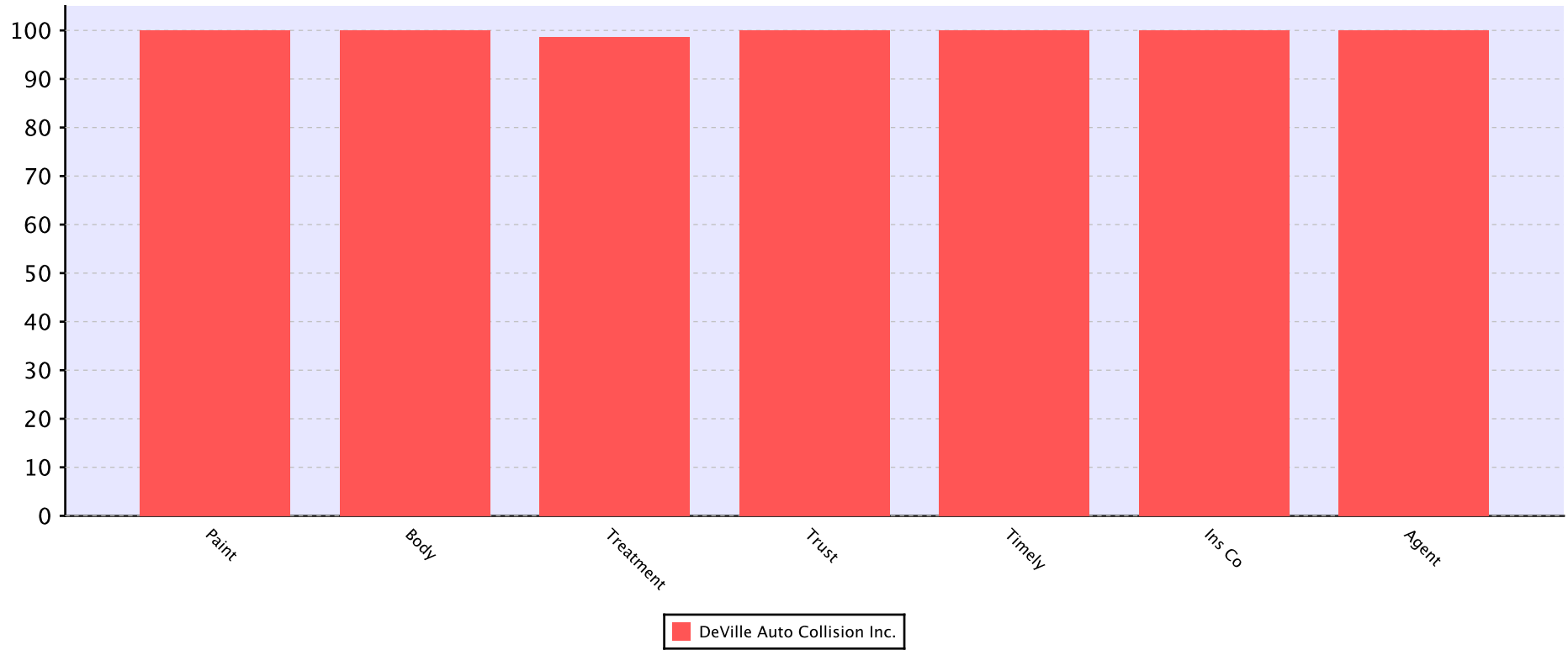


Performance Feedback Location Review



2010-02-01 through 2010-02-28

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	8	100.0 %	100.0 %	100.0 %	98.6 %	100.0 %	100.0 %	100.0 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	8	100.0 %	100.0 %	100.0 %	98.6 %	100.0 %	100.0 %	100.0 %	100.0 %

		<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>
Cangelosi, Jenny (#4823) - Chose Body Shop Because		Yes	Yes	10	Yes	Blank		Yes	N/A
Chose Body Shop Because	Family Friend	A friend recommended this shop.							
Insurance Company:	Ryder Insurance								
Castellano, John (#4859) - 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	Paint	The car looked like new.							
Compliment	Body	There is no visible sign of work done.							
Compliment		The shop personnel were professional, courteous and fast.							
Compliment	Delivery Date	The repair time was better than expected. It was ready in 2 days.							
Compliment	Cust Serv Rep	David, Charlie and Joan are superior individuals to do business with.							
Rec Body Shop	Body Shop	There's no reason why I wouldn't recommend this shop because they do superior work. Personally, I always recommend them to friends and neighbors.							
Insurance Company:	None								
Gibson, Steve (#4756) - Chose Body Shop Because Survey		Yes	Yes	10	Yes	Yes		Yes	Yes
Chose Body Shop Because	Yellow Page Ad	I chose this shop from the yellow pages.							
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.							
Rec Body Shop	Body Shop	I have recommended this shop to a few people as I'm always treated well there, and they do quality work.							
Insurance Company:	State Farm Insurance Company								
Jcc of Staten Island, (#4841) - 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.							
Chose Body Shop Because	Other	SIEDC, a professional organization, recommended this shop.							
Insurance Company:	None								
Krepplein, Bill (#4735) - Chose Body Shop Because Survey		Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Family Friend	A friend recommended this shop.							
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>
Lee, Randy (#4816) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes		Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Body Shop	Deville is great great great.						
Insurance Company:	None							
<hr/>								
	<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>
Ly, Sussie (#4832) - Bring Back Survey	Yes	Yes	9	Yes	Yes		Yes	Blank
Bring Back	Body	There is a squeaking sound in the back. I need to bring it back to get it checked out.						
Insurance Company:	Allstate Insurance							
<hr/>								
	<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>
Price, Eleonore (#4827) - Chose Body Shop Because	Yes	Yes	Blank	Yes	Yes		Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Compliment	Body	I was very happy with the work.						
Compliment		I was very happy with the service I received at this body shop.						
Insurance Company:	None							