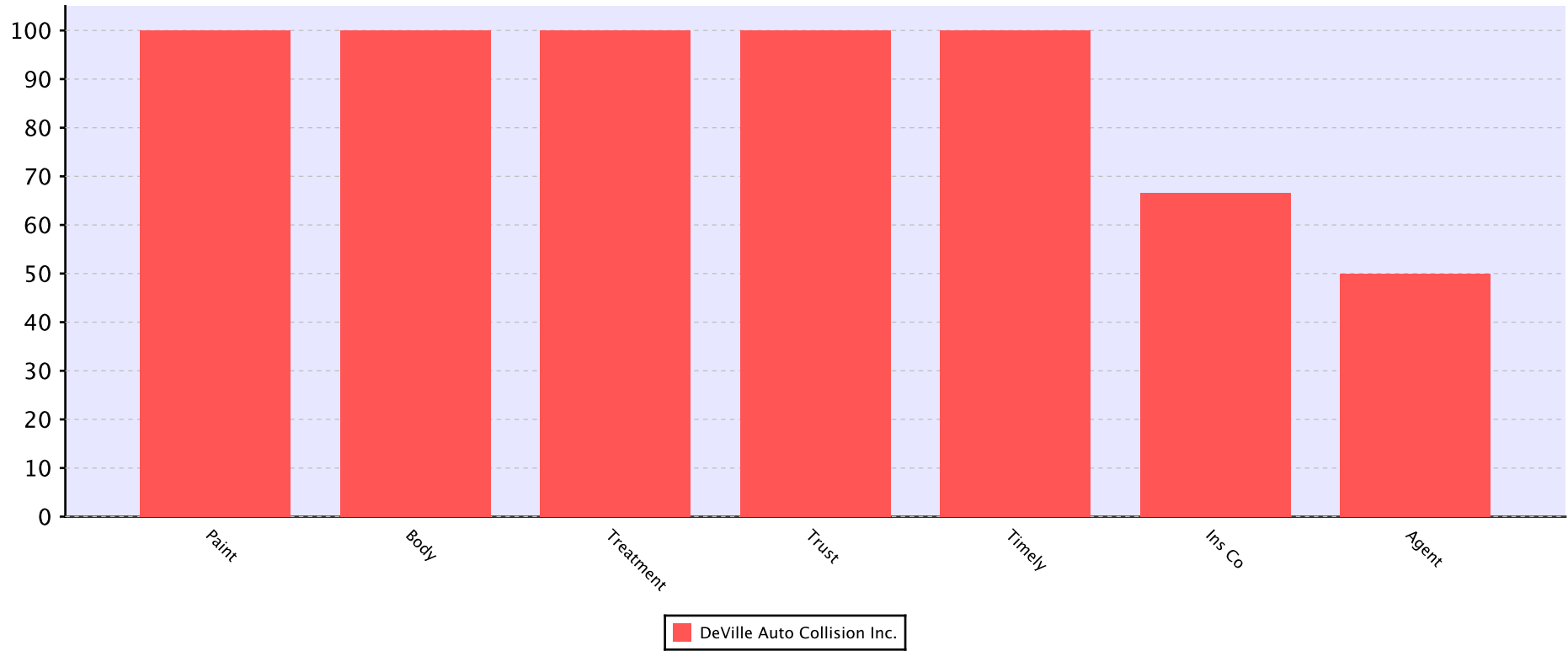


Performance Feedback Location Review



2011-01-01 through 2011-01-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	8	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	66.7 %	50.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	8	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	66.7 %	50.0 %

	<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>
Franco, Noreen & Tim (#5346) - Chose Body Shop	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.					
Compliment	Body Shop		Everything about the repair was fine.					
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>
Gasparo, Stella (#5356) - Chose Body Shop Because	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.					
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>
Keil, Gregory (#5334) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	No
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Compliment	Body Shop		The body shop does great work.					
Compliment	The staff was very friendly and accommodating.							
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>
Lecarreux, Ed (#5257) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	No	No
Chose Body Shop Because	Internet Ad		I found this shop on the internet.					
Compliment	Body Shop		The body shop work was properly.					
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>
Menoni, Adam (#5316) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes		Blank	No
Chose Body Shop Because	Employee		I know someone at the shop.					
Compliment	Body Shop		I am very happy with everything at this shop.					
Compliment	I would give the employees at this shop a 20 for customer service.							
Compliment	Body Shop		I am very happy with this shop.					
Insurance Company:	Liberty Mutual							

	<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>
Naysmith, Andrew (#5328) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.					
Compliment	Body Shop		I would give this shop five stars.					
Compliment	Body Shop		This shop did another outstanding job.					
Insurance Company:	Barter Depot							
Raths**, Otto & Linda (#5326) - Chose Body Shop	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.					
Compliment	Body Shop		Everything with the repair was fine.					
Insurance Company:	None							
Stein, Bernard & Enid (#5321) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Blank
Chose Body Shop Because	Other		Al Lambert recommended this shop.					
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.					
Chose Body Shop Because	Other		We have been friends for years.					
Compliment	Body Shop		Bless Joanie, Charles, Mom and Dad Joanies, and David and family.					
Insurance Company:	None							