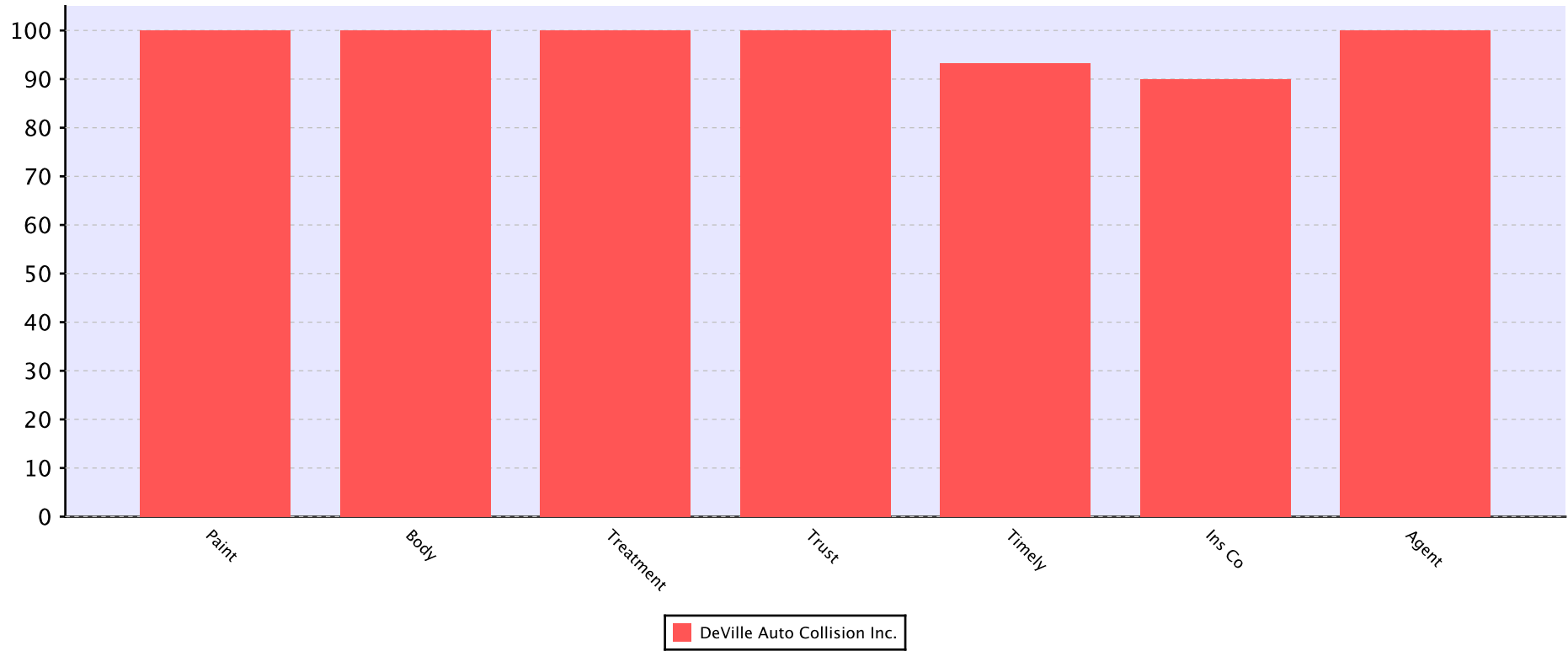


Performance Feedback Location Review



2013-06-01 through 2013-06-30

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	16	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	93.3 %	90.0 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	16	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	93.3 %	90.0 %	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>
Appello, Deborah (#6448) - 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		Deborah said it more than met her expectations.					
Rec Body Shop	Body Shop		Deborah said they are a family owned business. She likes to use family owned businesses. She would definitely recommend them.					
Insurance Company:	ESIS							

	<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>
Arcuelo, Dennis & Laura (#6445) - Chose Body Shop	Yes	Yes	10	Yes	No	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Repeat Customer		I chose this shop because I am a repeat customer.					
Comment	Delivery Date		Dennis said it took almost a month due to a parts delay.					
Insurance Company:	Safeco Insurance							

	<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>
Breen, Tom (#6405) - Chose Body Shop Because Survey	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.					
Insurance Company:	Customer Pay							

	<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>
Caltabiano, Pat & Johnny (#15753) - Chose Body Shop	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		The quality of service and repairs are exceptional in every way.					
Insurance Company:	Allstate 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>
Carter, Anthony (#6403) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Blank
Chose Body Shop Because	Other		This shop does excellent work, they are very professional, good service.					
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.					
Compliment	Body Shop		The workmanship is perfect, prompt alertness to detail and good people at this shop.					
Insurance Company:	Customer Pay							

	<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>
Cassieri, Felicia (#6455) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	No	Yes
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.					
Compliment	Delivery Date		Felicia said she was very pleased with the timing of the repairs.					
Insurance Company:	Allstate Insurance							
Culkin, Angela (#6391) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Employee		I know someone at the shop.					
Compliment	Paint		The paint refinish is perfect.					
Compliment	Body		The body repair is good.					
Compliment	Cust Serv Rep		Dave went beyond the call of duty. He drove my car to the shop, I was unable to get there.					
Compliment	Delivery Date		Dave told me approximately 2 weeks and it was done in 2 weeks.					
Compliment	Cust Serv Rep		Dave was a pleasure to work with and so nice and professional. Everyone in the business should be like him.					
Rec Body Shop	Body Shop		I am pleased with the work.					
Rec Ins Co	Claims Office		State Farm had no problem paying. Geico on the other hand....					
Insurance Company:	State Farm Insurance Company							
Edelstein, Stewart (#6416) - 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.					
Insurance Company:	Customer Pay							
Labita, Joe (#6361) - 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.					
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.					
Compliment	Cust Serv Rep		I would rate the staff at 10+++.					
Compliment	Body Shop		DeVille is the best of the best!					
Rec Ins Co	Claims Office		Allstate is very, very helpful.					
Insurance Company:	Allstate Insurance							
Lewis, Edward (#6440) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Rental car		I chose this shop because of the convenience of renting a car.					
Insurance Company:	Customer Pay							

	<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>
Madera, Domingo/Julian (#6411) - Chose Body Shop	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Employee		I'm an employee at this shop.					
Insurance Company:	Geico							
Maldonado, Marilyn (#6426) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes		N/A	Yes
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.					
Insurance Company:	Customer Pay							
Panarello, Michael (#6410) - Comment Survey	Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
Comment	Body		Customer declined to answer all survey questions.					
Insurance Company:	Responce Insurance							
Simon, Mark (#6430) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.					
Insurance Company:	Allstate Insurance							
Tomasichio, Dolores (#6423) - 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.					
Compliment	Body Shop		The shop did a wonderful job. They did everything they said they would.					
Insurance Company:	Allstate Insurance							
Vittoria, Christine (#6419) - 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:	Geico							