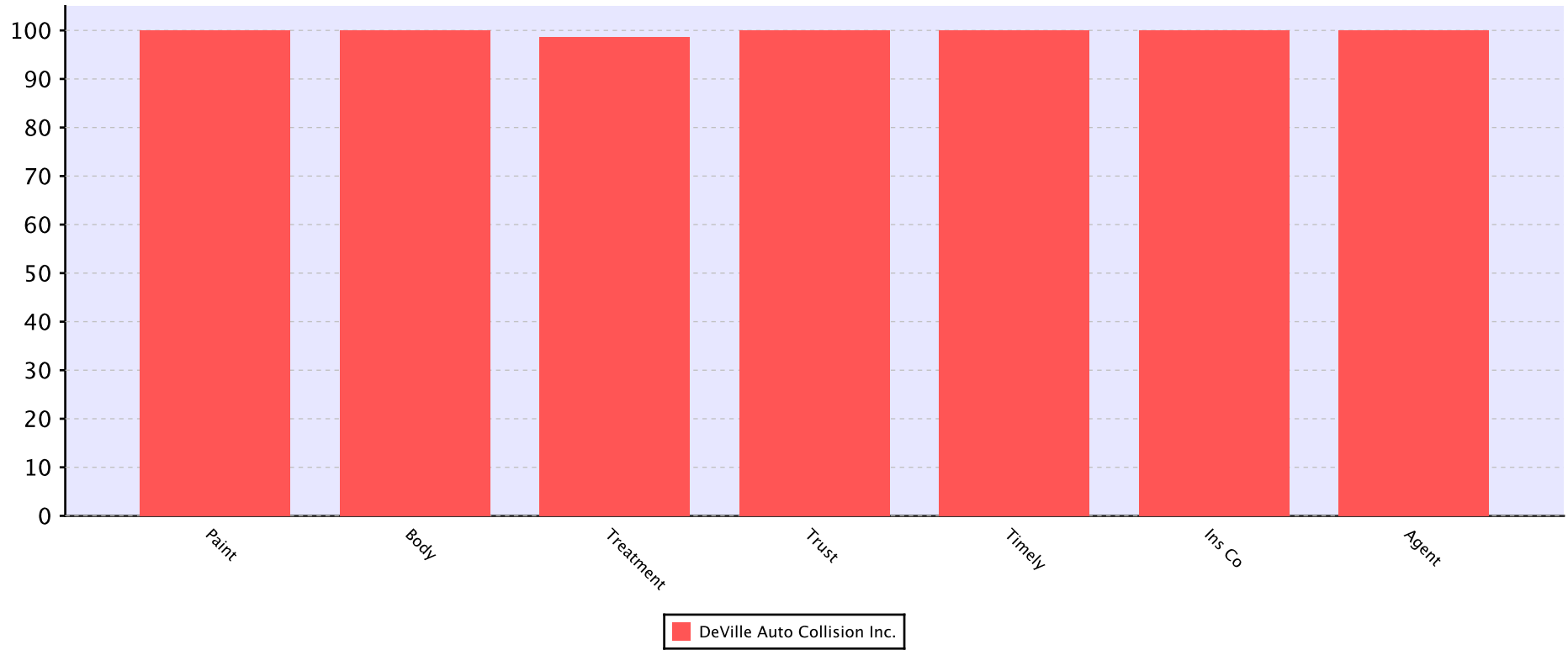


Performance Feedback Location Review



2014-11-01 through 2014-11-30

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	9	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.	9	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>
Carducci, Irene (#6991) - 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		Irene said Dave and his family are very kind.					
Insurance Company:	State Farm 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>
Coppola, Jerry (#6833) - 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		Mrs. Coppola said they were friendly and helpful. They made the experience seamless.					
Insurance Company:	Travelers							

	<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>
Costanzo, Roland (#6986) - Comment Survey	Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
Comment	Body Shop		(Customer chose not to answer all the questions.)					
Insurance Company:	Westfield 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>
Dejesus, Angel (#7009) - Comment Survey	Yes	Yes	Blank	Yes	Blank		Blank	Blank
Comment	Body Shop		(Customer chose not to answer all the questions.)					
Insurance Company:	Allstate 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>
Grillo, Steven (#6980) - Compliment Survey	Yes	Yes	10	Yes	Blank	Agent Not Specified	Blank	Blank
Compliment	Body Shop		(Customer chose not to answer all the questions.)					
Insurance Company:	Geico							

	<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>
Johnson, Jimmy (#6998) - Chose Body Shop Because	Yes	Yes	9	Yes	Yes	Agent Not Specified	N/A	Yes
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>
Mercereau, Andre (#6989) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Insurance Company:	Customer Pay							
Mta Police Dept, Nys (#6954) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Other		The police department has a contract with them.					
Comment	Delivery Date		He has no issues.					
Compliment	Body		Howard said everything came out perfect.					
Insurance Company:	Customer Pay							
Russo, Thomas (#7008) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Employee		I know someone at the shop.					
Insurance Company:	Customer Pay							