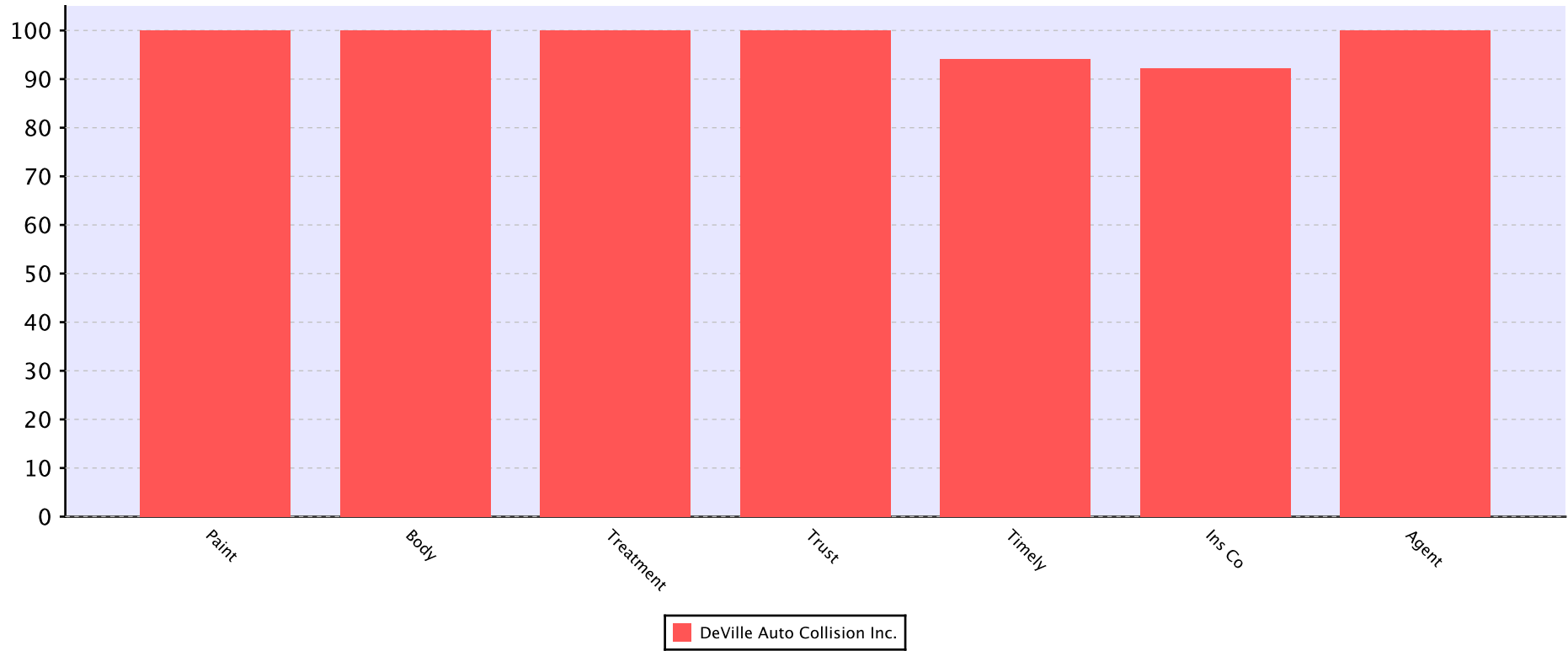


Performance Feedback Location Review



2011-10-01 through 2011-10-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	17	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	94.1 %	92.3 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	17	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	94.1 %	92.3 %	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>
Bariletti, Mike (#5735) - 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.					
Compliment	The quality of the work is very good.							
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>
Belzaguy, Valerie (#5759) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Compliment	Body Shop I am very pleased and happy with the quality of work.I am very impressed.							
Rec Body Shop	Body Shop I have already recommended this body shop.							
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>
Castronovo, Vincent (#5745) - 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 This body shop did a great job on my vehicle.							
Compliment	The staff was very nice and professional.							
Insurance Company:	Barter Depot							

	<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>
Dilorenzo, Keith (#5729) - 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 repair process went well.							
Insurance Company:	Central Parking Systems							

	<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>
Dressler, Rosemarie (#5734) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Compliment	Body Shop This body shop did a beautiful job.							
Compliment	The staff was sensitive to my needs.I appreciated the staff treating me like family.							
Compliment	Delivery Date The repair was completed in a timely manner.							
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>
Gunn, John (#5698) - 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:	Unknown							
Layden, Michael (#5722) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
Chose Body Shop Because	Employee		I know someone at the shop.					
Compliment	Body Shop		This body shop always does good work.					
Compliment	Delivery Date		My repair was completed in a timely fashion.					
Insurance Company:	None							
Lopez, Kris (#5765) - 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.					
Compliment	Body Shop		I love the great job done by this body shop.					
Compliment			The treatment by the staff exceeded my expectations.					
Compliment	Delivery Date		The repair was completed in a fast manner.					
Insurance Company:	None							
Lowell, Mitchell (#4754) - 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 thats in my Rotary Club.					
Insurance Company:	Geico							
Mastroianni, Alex (#5763) - 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:	None							
Nowicki, Stanley (#5744) - Chose Body Shop Because	Yes	Yes	Blank	Yes	Yes	Agent Not Specified	Blank	Blank
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.					
Comment	Body Shop		Declined to answer rest of survey questions.					
Compliment	Body Shop		This body shop did a good job.					
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>
Prendergast, Frank (#5773) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	No	Yes
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Compliment	Right from the beginning to the end, I received black tie service.							
Insurance Company:	Travelers							
Rhum, Lisa (#5770) - 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.					
Compliment	Body Shop		Everything concerning the repair is fine.					
Insurance Company:	Ameriprise Insurance							
Stingone, Genevieve (#5753) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
Chose Body Shop Because	Repeat Customer		I am a repeat customer at this shop.					
Insurance Company:	Allstate Insurance							
Tuzzo, Andrea (#5749) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Compliment	Body Shop		Everything concerning the repair worked out well.					
Insurance Company:	Geico							
Tuzzo, Andrea (#5758) - 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							
Young, Debra (#5754) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	No	Agent Not Specified	N/A	Yes
Chose Body Shop Because	Employee		I know someone at the shop.					
Complaint	Delivery Date		The repair lasted longer than I expected but the shop needed that amount of time.					
Insurance Company:	None							