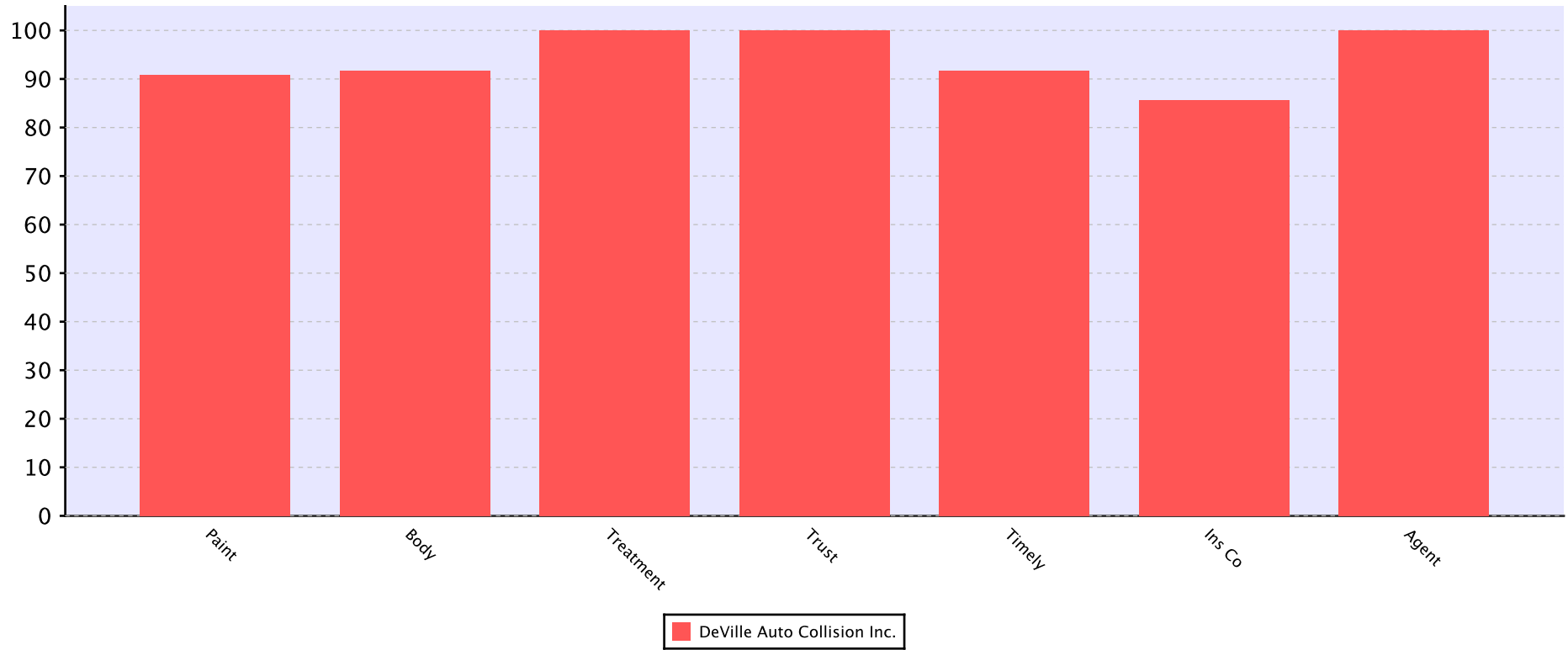


Performance Feedback Location Review



2010-03-01 through 2010-03-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	13	94.3 %	90.9 %	91.7 %	100.0 %	100.0 %	91.7 %	85.7 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	13	94.3 %	90.9 %	91.7 %	100.0 %	100.0 %	91.7 %	85.7 %	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>
Altieri, Salvatore (#4901) - Chose Body Shop Because		Blank	Blank	10	Blank	Yes		Blank	Blank
Chose Body Shop Because	Family Friend	A friend recommended this shop.							
Compliment	Body Shop	Thank you so much for fixing my truck. It is still holding up great. Will see you soon.							
Insurance Company:	None								
Arrnone, Liugi (#4860) - Bring Back Survey		No	Yes	10	Yes	Yes		Yes	N/A
Bring Back	Paint	The rear quarter panel needs to have some touchup work finished.							
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.							
Insurance Company:	Geico								
Azzara, Michael And Flo (#4845) - Chose Body Shop		Yes	Yes	10	Yes	Yes		Yes	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.							
Compliment	Body Shop	The repair was perfect.							
Compliment		I received quality service and they were very helpful.							
Rec Body Shop	Body Shop	I was very impressed with DeVille and definitely would recommend them.							
Insurance Company:	Allstate Insurance								
Baltovski, Alex (#4876) - Chose Body Shop Because		Yes	Yes	10	Yes	Blank		Blank	Blank
Chose Body Shop Because	Family Friend	A friend recommended this shop.							
Comment	Body Shop	I was treated more than I expected.							
Compliment	Ins Co	I don't know if recommend or not the insurance company. They took very long for my claim than I expected.							
Insurance Company:	State Farm Insurance Company								
Gilmore, Kelly (#4854) - Chose Body Shop Because		Yes	Yes	10	Yes	Yes		N/A	Yes
Chose Body Shop Because	Employee	The owners were my clients before I became their client.							
Comment	Ins Co	I paid out of pocket for my repair.							
Rec Body Shop	Body Shop	I just want to send a message; Warmest Regards, Kelly							
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>
Iannuzzi, Lou (#4791) - Chose Body Shop Because Survey	Yes	No	10	Yes	No	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Complaint	Body	The molding on the rear passenger door is coming unglued.						
Complaint	Delivery Date	The job was too long for a small repair (2 weeks).						
Compliment	Paint	There are no observable imperfections to the paint refinish.						
Rec Body Shop	Cust Service	I would recommend this shop because of their exceptional service.						
Suggestion	Body Shop	This shop should try and get each job done more expediently.						
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>
Pulaski, Alice (#4895) - 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.						
Insurance Company:	USAA							
	<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>
Shayewitz, Fred (#4879) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes		Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
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>
Simeone, Marie (#4870) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes		Blank	Yes
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
Compliment	Paint	My car looks new.						
Compliment	Body	The body work is great.						
Rec Body Shop	Body Shop	I have recommended several people.						
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>
Slade, Earl (#4883) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Blank	Blank
Chose Body Shop Because	Location	I chose this shop because of its location.						
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>
Umbra, Benny (#4869) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes		Yes	Yes
Chose Body Shop Because	Repeat Customer	I am a repeat customer at this shop.						
Chose Body Shop Because	Family Friend	A friend recommended this shop.						
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>
Vedder, Kathleen (#4868) - Compliment Survey	N/A	Yes	10	Yes	Yes		Blank	Blank
Compliment	DeVille Auto Collision is run totally professionally.							
Compliment	Delivery Date	The glass repair was completed right on time.						
Insurance Company:	Geico Glass							
Young, William (#4867) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes		No	Blank
Chose Body Shop Because	Family Friend	My mother recommended this shop.						
Insurance Company:	Geico							