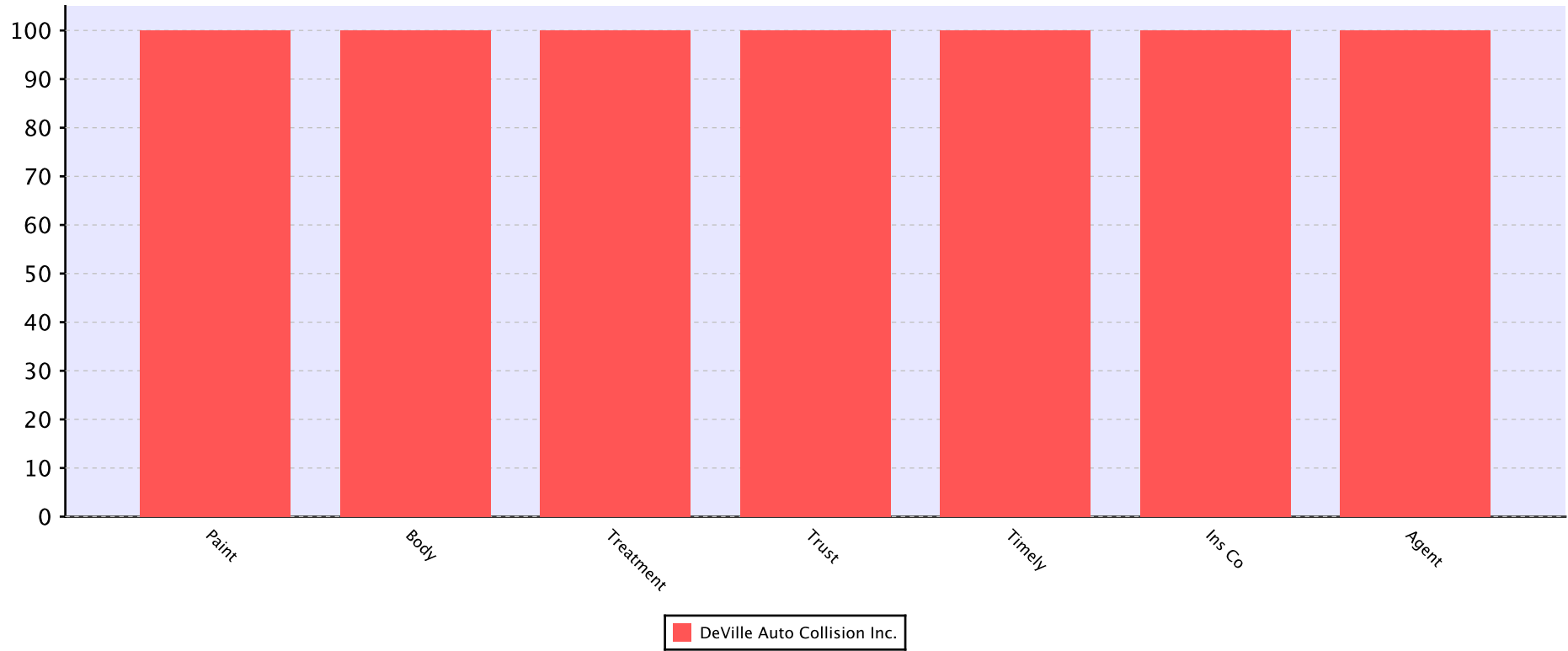


# Performance Feedback Location Review



2012-05-01 through 2012-05-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	10	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent	
DeVille Auto Collision Inc.	10	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	
<hr/>										
Appel, Mike And Joanne (#6007) - Chose Body Shop			<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>
			Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Repeat Customer		I am a repeat customer at this shop.							
<b>Chose Body Shop Because</b>	Family Friend		A friend recommended this shop to me. Family friendship.							
<b>Compliment</b>	Body Shop		You guys are the greatest. Mike Appel							
<b>Insurance Company:</b>	Allstate Insurance									
<hr/>										
Awn, George (#6032) - Chose Body Shop Because Survey			<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>
			Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Repeat Customer		I am a repeat customer at this shop.							
<b>Compliment</b>	Body Shop		I was very impressed with the work.							
<b>Compliment</b>	Body Shop		I've worked with the business since 1974. The staff were very courteous and more than cooperative. They seemed concerned about my well-being.							
<b>Rec Ins Co</b>	Claims Office		The insurance company was very good.							
<b>Insurance Company:</b>	Encompass Insurance									
<hr/>										
Dimarco, Vera (#6012) - Chose Body Shop Because			<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>
			Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Agent Recommendation		The insurance agent recommended this shop.							
<b>Compliment</b>	Body Shop		Everything was excellent.							
<b>Rec Body Shop</b>	Body Shop		I've already recommended this shop to others.							
<b>Insurance Company:</b>	State Farm Insurance Company									
<hr/>										
Guzzi, Don & Joanne (#5993) - Chose Body Shop Because			<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>
			Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
<b>Chose Body Shop Because</b>	Repeat Customer		I am a repeat customer at this shop.							
<b>Compliment</b>	Body Shop		I've known the business for years. The staff are very prompt and wonderful. They have really treated me well.							
<b>Insurance Company:</b>	Customer Pay									
<hr/>										
Malanga, Ronnie (#6021) - Comment Survey			<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>
			Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
<b>Comment</b>	Body Shop		The customer declined to answer the rest of the body shop survey questions.							
<b>Insurance Company:</b>	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>
Marini, Richard (#6036) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Family Friend	A friend recommended this shop.						
<b>Insurance Company:</b>	Customer Pay							
Milazzo, Steven (#6026) - Comment Survey	Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
<b>Comment</b>	Body	Customer declined to answer remaining questions.						
<b>Insurance Company:</b>	USAA							
Muslic, Danus (#6057) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes		Yes	Yes
<b>Chose Body Shop Because</b>	Other	My Community Center sent me to this business.						
<b>Compliment</b>	Body Shop	The staff members at the shop were very friendly. I was happy.						
<b>Insurance Company:</b>	Customer Pay							
Rivelli, Betty (#5867) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Family Friend	A friend recommended this shop.						
<b>Compliment</b>	Body Shop	I was very satisfied and very happy. Everything was fine						
<b>Compliment</b>	Body Shop	The staff members are wonderful people.						
<b>Compliment</b>	Delivery Date	I was very satisfied with the timeliness of the repairs.						
<b>Rec Body Shop</b>	Body Shop	I've already recommended the business to others.						
<b>Insurance Company:</b>	Geico							
Smith, Justin & Melissa (#6018) - Chose Body Shop	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Ins Co Recommend	The insurance company recommended this shop.						
<b>Complaint</b>	Body Shop	One of the fog lights is not working, and I will be returning to the shop to get it fixed soon.						
<b>Insurance Company:</b>	Allstate Insurance							