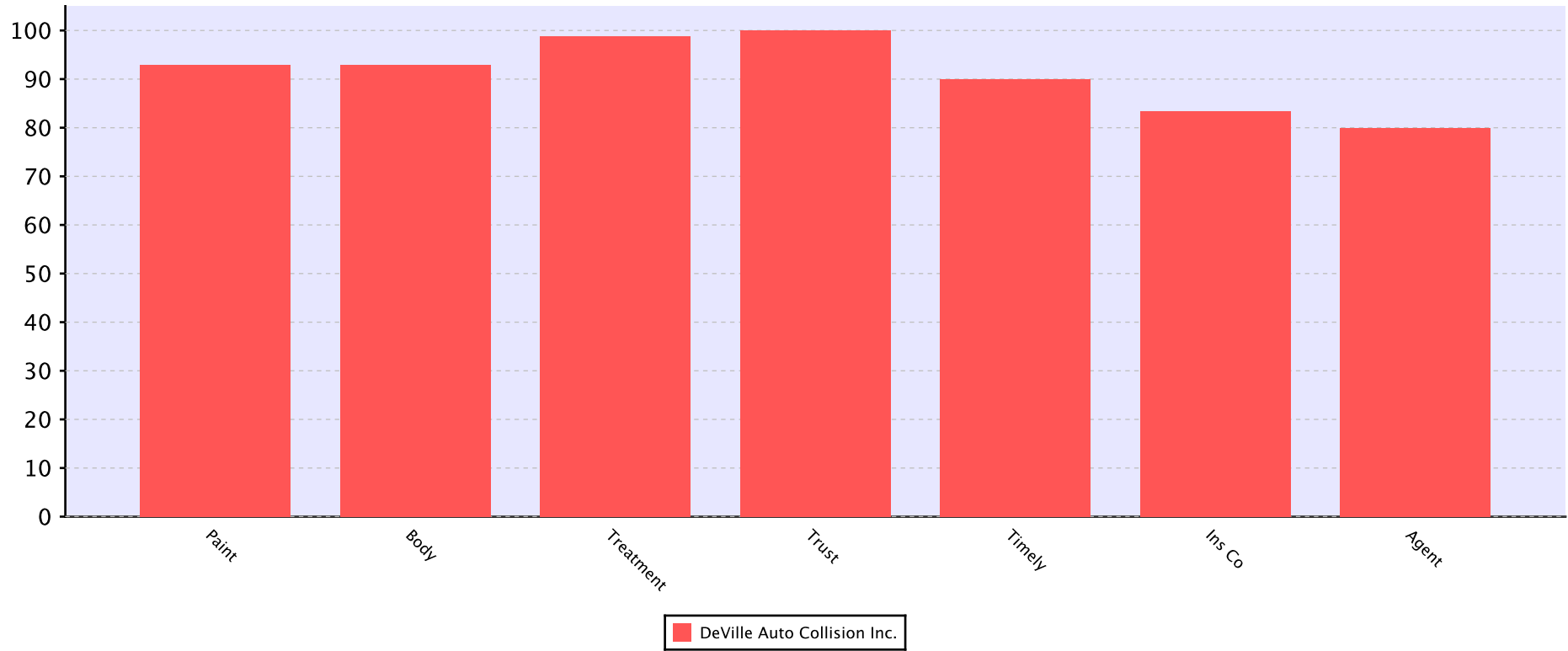


# Performance Feedback Location Review



2014-10-01 through 2014-10-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	14	95.2 %	92.9 %	92.9 %	98.9 %	100.0 %	90.0 %	83.3 %	80.0 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent	
DeVille Auto Collision Inc.	14	95.2 %	92.9 %	92.9 %	98.9 %	100.0 %	90.0 %	83.3 %	80.0 %	
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Baeli, Jennifer (#6988) - 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	N/A	N/A
<b>Chose Body Shop Because</b>	Employee		I know someone at the shop.							
<b>Insurance Company:</b>	Customer Pay									
<hr/>										
Beiles, Arnold (#6967) - 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		(Customer chose not to answer all the questions.)							
<b>Insurance Company:</b>	Geico									
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Castronovo, Vincent (#6984) - 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>	Family Friend		A friend recommended this shop.							
<b>Insurance Company:</b>	Barter Depot									
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Cela, Maria (#6915) - 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>
			No	No	Blank	Yes	No	Agent Not Specified	No	No
<b>Chose Body Shop Because</b>	Family Friend		A friend recommended this shop.							
<b>Insurance Company:</b>	Customer Pay									
<hr/>										
Grushkin, Jerome L & Esther (#6945) - 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	N/A
<b>Chose Body Shop Because</b>	Repeat Customer		I am a repeat customer at this shop.							
<b>Compliment</b>	Body Shop		Jerome said they are very nice and they do a good job .							
<b>Insurance Company:</b>	The Hartford									
<hr/>										
Gruskin, Jerry/Ester (#6916) - 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>	Repeat Customer		I am a repeat customer at this shop.							
<b>Compliment</b>	Body Shop		He said the employees were friendly, honest and professional.							
<b>Rec Body Shop</b>	Body Shop		Jerry said the business is reputable and does excellent work.							
<b>Insurance Company:</b>	The Hartford									

	<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>
Guberman, Sergey (#6975) - Comment Survey	Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
<b>Comment</b>	Body Shop (Customer chose not to answer all the questions.)							
<b>Insurance Company:</b>	Customer Pay							
Lorenzo, Christopher (#6948) - Comment Survey	Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
<b>Comment</b>	Body Shop (Customer chose not to answer all the questions.)							
<b>Insurance Company:</b>	Allstate Insurance							
Mathew, Deenamma (#6946) - Chose Body Shop Because	Yes	Yes	9	Yes	Yes	Agent Not Specified	Yes	Yes
<b>Chose Body Shop Because</b>	Family Friend A friend recommended this shop.							
<b>Insurance Company:</b>	Geico							
Picerno, John (#6970) - Comment Survey	Yes	Yes	Blank	Yes	Blank	Agent Not Specified	Blank	Blank
<b>Comment</b>	Body Shop (Customer chose not to answer all the questions.)							
<b>Insurance Company:</b>	Customer Pay							
Richie, Michelle (#6873) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
<b>Chose Body Shop Because</b>	Repeat Customer I am a repeat customer at this shop.							
<b>Insurance Company:</b>	Customer Pay							
Salmon, Jon (#6961) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	N/A
<b>Chose Body Shop Because</b>	Family Friend A friend recommended this shop.							
<b>Compliment</b>	Body Shop DeVille is the best ever!							
<b>Insurance Company:</b>	Customer Pay							
Schwartz, Andrew (#16228) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	Yes
<b>Chose Body Shop Because</b>	Other I am a long time neighbor.							
<b>Chose Body Shop Because</b>	Family Friend A friend recommended this shop.							
<b>Chose Body Shop Because</b>	Repeat Customer I am a repeat customer at this shop.							
<b>Compliment</b>	Paint the paint job is outstanding, blended right in, looked showroom quality.							
<b>Compliment</b>	Body There is no detection of scratches at all.							
<b>Compliment</b>	Cust Serv Rep The staff was very friendly and informative.							
<b>Compliment</b>	Delivery Date The shop took the necessary time to insure a proper job outcome.							

<b>Compliment</b>	Body Shop	I have always had a great, satisfying experience at DeVille no matter how small or large the job request.
<b>Rec Agent</b>	Cust Serv Rep	I am extremely satisfied with my insurance agent.
<b>Rec Body Shop</b>	Body Shop	I would recommend this shop to others. They do top shelf work all the time.
<b>Insurance Company:</b>	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>
Tarangelo, Theresa (#6962) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	N/A	N/A
<b>Chose Body Shop Because</b>	Other	David Fazio is a member of my Rotary Clus here in Statia Island.						
<b>Chose Body Shop Because</b>	Repeat Customer	I am a repeat customer at this shop.						
<b>Compliment</b>	Body Shop	Working with the Fazio family is always a pleasant experience at DeVille Auto. I have recommended them to many friends and family. Always a fantastic job.						
<b>Insurance Company:</b>	Customer Pay							