



Dave Lennox Premier Dealer Program

Dealer Level – 2009 Satisfaction Report

Dealer: Hovland's Inc

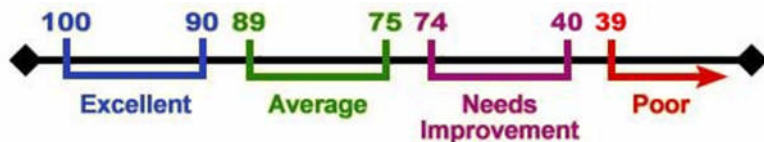
Date Range : 1/1/2009 to 12/31/2009

Office/Sales Performance Rating	98%	Which is	Excellent
Technician Performance Rating	98%	Which is	Excellent
Product Performance Rating	98%	Which is	Excellent
Dealer Performance Rating	98%	Which is	Excellent
Overall Performance Rating	98%	Which is	Excellent

Performance Indicator

● - High Trend (within "0.5" of avg or higher)

● - Low Trend (below "0.5" of average)



Installation	Service	Overall Score	Performance Indicator	Lennox Trend	# Poor Responses
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OFFICE / SALES PERFORMANCE

Office personnel were courteous and responsive to customers needs	4.9	4.5	4.9	●	4.7	0
Sales/Dealer Personnel were knowledgeable and answered all questions	5	4.5	4.9	●	4.8	0
Sales/Dealers Personnel were helpful	5	4.6	4.9	●	4.8	0
OVERALL OFFICE / SALES PERFORMANCE RATING	99%	90%	98%	●	95%	0

TECHNICIAN PERFORMANCE

Personnel arrived promptly on the date and time scheduled	5	4.9	5	●	4.8	0
The Delivery/Service vehicle was clean and professional in appearance	4.9	4.6	4.9	●	4.8	0
Technician presented a neat and professional appearance	4.9	4.7	4.9	●	4.8	0
Technician thoroughly explained job and answered all questions	4.9	4.6	4.9	●	4.8	0

Technician(s) left home clean and in order	5	4.7	4.9		4.8	0
Technician(s) / sales person explained operation of system & provided supporting materials (use & care manuals)	4.9	4.6	4.9		4.7	0
OVERALL TECHNICIAN PERFORMANCE RATING	99%	94%	98%		96%	0

PRODUCT PERFORMANCE						
Overall value received for the Products/Services you received	4.9	4.6	4.9		4.8	0
Overall satisfaction with your product/system?	4.9	4.6	4.9		4.8	0
Products Purchased/Serviced are performing as expected	4.9	4.6	4.9		4.9	0
OVERALL PRODUCT PERFORMANCE RATING	99%	93%	98%		97%	0

DEALER PERFORMANCE						
Offered customized solutions that met customer needs.	9.8	9.6	9.8		9.5	0
Likeliness to do business with this dealer again in the future?	9.9	9.7	9.9		9.6	0
If asked, likeliness to recommend this Dealer to family and/or friends	19.8	18.6	19.6		19.2	0
OVERALL DEALER PERFORMANCE RATING	99%	95%	98%		96%	0

OVERALL SATISFACTION RESULTS	99%	94%	98%		96%	0
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Number of additional comments provided	25	2	27	Get Comments
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Invitations Submitted			Surveys Completed			My Completion Rate				Lennox Avg
Install	Service	Total	Install	Service	Total	Install	Service	Total		Total
93	28	121	50	7	57	54 %	25 %	47 %	25 %	