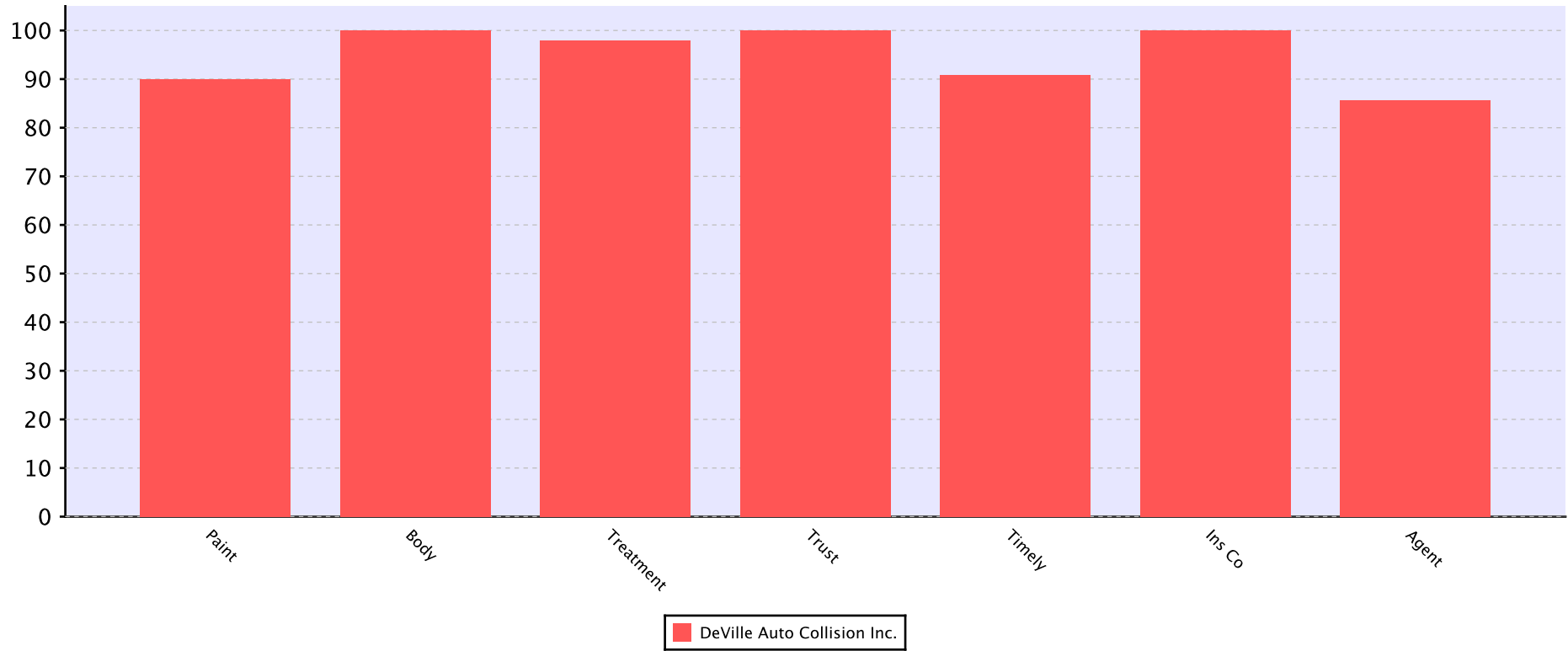


Performance Feedback Location Review



2010-10-01 through 2010-10-31

	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	11	96.9 %	90.0 %	100.0 %	98.0 %	100.0 %	90.9 %	100.0 %	85.7 %



	Surveys	CSI %	*Paint	*Body	Treatment	*Trust	Timely	Ins Co	Agent
DeVille Auto Collision Inc.	11	96.9 %	90.0 %	100.0 %	98.0 %	100.0 %	90.9 %	100.0 %	85.7 %

	<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>
Bacci, Joan (#5212) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Other		Deville Auto Collision is well known in this area.					
Compliment	I would rate the staff a 20 on a scale of 1 through 10.							
Rec Body Shop	Body Shop		I would recommend this shop to our Lord's disciples. This shop is just wonderful. The quality, the service, the time frame; everything about this shop is simply wonderful.					
Insurance Company:	Palisades 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>
Barbella, Gerard & Alicia (#5187) - Chose Body Shop	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	Body Shop The shop did a very good job. Everything was perfect.							
Compliment	The staff is very friendly, and reliable. They did a great job.							
Rec Body Shop	Body Shop		I would definitely recommend this shop to others.					
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>
Barbella, Gerard & Alicia (#5241) - Comment Survey	Yes	Yes	Blank	Yes	Yes		Blank	Blank
Comment	Body Shop		Declined to answer the rest of the survey questions.					
Compliment	Body Shop Everything was great. You can put me down for a 10 all the way.							
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>
Chiatto, Frank (#4724) - 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.					
Compliment	Body Shop I think that this shop is great.							
Rec Body Shop	Body Shop		I would absolutely recommend this shop to others.					
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>
Diana, Guiseppe & Nicola (#5197) - Chose Body Shop	Yes	Yes	9	Yes	Yes	Agent Not Specified	Yes	Yes
Chose Body Shop Because	Family Friend		A friend recommended this shop.					
Compliment	Delivery Date		The time it took to complete the repairs to my vehicle was good.					
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>
Gilmartin, Joann (#5243) - Chose Body Shop Because	N/A	Yes	10	Yes	Yes		N/A	Yes
Chose Body Shop Because	Dealership The dealership where I bought the car recommended this shop.							
Compliment	Body Shop This shop did a really good job.							
Insurance Company:	None							
Nardone, Dominick (#5203) - Chose Body Shop Because	Yes	Yes	10	Yes	Yes	Agent Not Specified	Yes	Blank
Chose Body Shop Because	Dealership The dealership where I bought the car recommended this shop.							
Insurance Company:	Geico							
Osborne, Robert (#5228) - Chose Body Shop Because	Yes	Yes	9	Yes	Yes	Agent Not Specified	N/A	Blank
Chose Body Shop Because	Location I chose this shop because of its location.							
Compliment	Delivery Date The repairs were completed a day earlier than the body shop said they would be.							
Insurance Company:	None							
Porcu, Joseph (#5218) - 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	The employees were very professional and courteous.							
Compliment	Delivery Date The repairs were done in a timely manner.							
Compliment	Body Shop The repairs were done very well, everything was fine.							
Insurance Company:	Allstate Insurance							
Stropoli, Vita (#5180) - Chose Body Shop Because Survey	Yes	Yes	10	Yes	Yes		Yes	N/A
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Insurance Company:	None							
Vicidomini, Marie (#5198) - Chose Body Shop Because	No	Yes	10	Yes	No	Agent Not Specified	N/A	No
Chose Body Shop Because	Family Friend A friend recommended this shop.							
Comment	Body Shop They are very nice people, I was just not real happy with the work.							
Complaint	Delivery Date I called on a Wednesday and said I would be in on Monday to have the repairs done. The shop ordered the parts on Friday because they were told the parts would only take a day. One part came in on Monday and the other came in on Wednesday. My car ended up being there two extra days for a three day job.							
Paint Complaint	Color Match According to the shop, the bumper is supposed to be darker. It doesn't look like it has metallic in it like the rest of the paint. The bumper is definitely a couple of shades lighter than the rest of the paint. Instead of telling me they would help, the person told me to take it up with Dave. I was just disappointed in the way it came out. The rest of the car looks normal.							
Insurance Company:	None							