



Keep Your Net Promoter Score (NPS) High for a Big Score

Keeping your NPS high is important to American Home Shield. After all, great customer service is reflected on both of us!

Customers typically reward courtesy and attentiveness with high marks on the AHS customer survey, which results in a high NPS! Here are a few tips to help you get a Big Score.

- **You're a guest of the house.** You may do a great job, but a customer will always remember you for your courtesy. Always be polite and attentive.
- **Keep your customer informed.** Customers appreciate it when you update them on the progress of the job...keep the customer in the loop!
- **Stay clean!** Some jobs are messier than others. Make an effort to limit mess during the job, and always clean-up afterwards.
- **The AHS customer survey arrives by email.** American Home Shield emails the survey to your customer – convenient for you and your customer!
- **Wait until the job is done.** Inform your customer of the AHS customer survey after the job is finished and the customer is happy with the results.
- **Keep it casual.** Remind your customer that the AHS customer survey will arrive by email.

Example: "Before I go, I just want to tell you that you'll be emailed a survey in the next few days. It's easy to fill out and if you are satisfied with the service I provided today, I'd appreciate a positive review."

- **Make your thanks.** Remember, your NPS is all about customer service. Be sure to make your last words to the customer a "thank you."



American Home Shield®

Contractor Quality Bonus

Score big with AHS

Your AHS score measures 15 areas of performance and is based on a 1,000 point scale. We've highlighted a few of them below, along with some easy tips to help ensure you score big with AHS! Talk with your Contractor Relations representative to learn more about your AHS score and what you can do to drive strong performance.

Performance Area	Maximum Score	Tips for Success
Net Promoter Score (NPS)	100	<ul style="list-style-type: none"> • Provide the highest quality service to each customer • Encourage the customer to respond to the survey request they will receive via email • What are you doing to WOW your customer? • To learn more about NPS, visit www.netpromoter.com
Customer Survey	40	<ul style="list-style-type: none"> • Provide the highest quality service to each customer • Encourage the customer to respond to the survey request they will receive via email • Review monthly quality survey reports
Emergency incidence	55	<ul style="list-style-type: none"> • Don't turn away emergencies • Return calls to AHS • Make sure you have someone available to answer the phone for after hours or weekend calls • Be available to run AHS emergencies after hours and on weekends
Emergency cost	20	<ul style="list-style-type: none"> • Charge a fair, reasonable and competitive rate for emergencies
Recall incidence	55	<ul style="list-style-type: none"> • Leave the home feeling confident the item has been completely repaired • Do a thorough diagnosis and spend adequate time in the home on the first call
Recall costs	40	<ul style="list-style-type: none"> • Stand behind your work on a true recall • Adhere to labor and parts guarantees
Transfer out incidence	55	<ul style="list-style-type: none"> • Respond to and manage all emergencies • Don't transfer high-cost calls • Review serviced brands and items with your regional rep • If your current capacity does not allow you to service the customer within 48 hours, contact your regional rep
Transfer out costs	40	<ul style="list-style-type: none"> • Respond to and manage all emergencies • Don't transfer high cost calls • Review serviced brands and items with your regional rep • Provide additional training for technicians on exclusive brands (i.e. Bosch, Sub-Zero)
Service fee collection	50	<ul style="list-style-type: none"> • Offer collection options to the customer (i.e. credit card number over the phone or at the premises, quick check debit, accepting cash or check) • When calling the customer to schedule an appointment, remind the customer of the service fee • Review the VEN154 Report, available online monthly
Cost vs. target	105	<ul style="list-style-type: none"> • Submit the best repair or replacement solution available along with your diagnosis to AHS Authorizations • Invoice all dispatches where service was performed (include net zero dispatches)
Normalized cost	245	<ul style="list-style-type: none"> • Submit the best repair or replacement solution available along with your diagnosis to AHS Authorizations • Charge fair, reasonable and competitive rates to AHS • Invoice all dispatches where service was performed (include net zero dispatches)