



"Fixed Right or It's Free"™
Air Conditioning • Heating • Electrical

Customer Quality Audit

TACL A9976C

Customer Name: Ms Dottie Moore
Phone Number: 4099388478
Address: 2215 Carriage Ln City: Lamarque
Date of Installation: 04/23/2009 Estimator: JO
Equip installed: Installed System
Installation Technician: RMV and crew

Please circle the number you feel is accurate in rating our services; 5 being the highest rating, 1 being the lowest rating. Feel free to comment further in the spaces provided.

Was your initial call for an appointment handled promptly and efficiently by our customer service department?

Comments: _____

5 4 3 2 1

Did you find our estimator helpful in providing you with the information you needed to make your decision?

Comments: _____

5 4 3 2 1

If applicable, was our credit department helpful in arranging any financing that you may have needed?

Comments: _____

5 4 3 2 1

Were our installers polite and helpful?

Comments: yes - also the receptionist was excellent & helpful

5 4 3 2 1

Were you pleased with our workmanship?

Comments: _____

5 4 3 2 1

Did our installers go over the operation and maintenance required for your new system?

Comments: Excellent

5 / No

Do you feel that the installation lives up to all that you were promised?

Comments: Installation / Techs / electricians all v. good.

5 4 3 2 1

Do you know of any problems that need our attention?

Comments: no

Is your home more comfortable now? yes

Briefly explain the reason you chose Weeks Service Company to install your new home comfort system.

Weeks did some A/C - heating work for us when we lived in Bayou Vista

May we use your name as a reference to your neighbors and others in your area? sure

How would you rate our company overall?

5 4 3 2 1

Comments or Suggestions? Very good - organized - coordinated & the price is right - Thank you