



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

Customer Quality Audit

Customer Name: Mr Jerry Nations
Phone Number: 2813327860
Address: 2129 Bennigan St City: League City
Date of Installation: 05/06/2009 Estimator: MKD
Equip installed: Installed Coil, condensor
Installation Technician: EBR 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? (5) 4 3 2 1

Comments: Yes, worked with me to set a time and date best suited for my schedule.

Did you find our estimator helpful in providing you with the information you needed to make your decision? (5) 4 3 2 1

Comments: Yes, we set down and discussed his findings and my options.

If applicable, was our credit department helpful in arranging any financing that you may have needed? (5) 4 3 2 1

Comments: Yes, very helpful!

Were our installers polite and helpful? (5) 4 3 2 1

Comments: Yes, they answered all my questions and even though it was a hot day they work very hard to complete the job.

Were you pleased with our workmanship? (5) 4 3 2 1

Comments: Yes, the workmanship was outstanding, the league City inspector made a comment to me when she came out on how good the

Did our installers go over the operation and maintenance work weeks required for your new system? (Yes) No did was!

Comments: Answered all my questions and went over everything.

Do you feel that the installation lives up to all that you were promised? (5) 4 3 2 1

Comments: Even more!!

Do you know of any problems that need our attention?

None

Is your home more comfortable now? Definitely!

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

I have been using Weeks a long time, I have come to know that they can be depended on for competitive pricing and top quality service.

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

How would you rate our company overall? (5) 4 3 2 1

Comments or Suggestions? Just keep up the outstanding work!