



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

Customer Quality Audit

Customer Name: Mr Bobby Powell
Phone Number: 2812187860
Address: 14802 Sun Harbor Dr City: Houston
Date of Installation: 04/21/2009 Estimator: WRB
Equip installed: Installed Coil
Installation Technician: TVT 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?

5 4 3 2 1

Comments: _____

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

5 4 3 2 1

Comments: _____

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

5 4 3 2 1

Comments: N/A

Were our installers polite and helpful?

5 4 3 2 1

Comments: _____

Were you pleased with our workmanship?

5 4 3 2 1

Comments: _____

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

Yes / No

Comments: _____

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

5 4 3 2 1

Comments: _____

Do you know of any problems that need our attention?

NO

Is your home more comfortable now? Yes

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

previous business relationship, excellent customer service, timely arrivals, great company that appreciates customers

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? _____