



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

Customer Quality Audit

Customer Name: ~~Mrs. Owen Rogers~~ *MRS. Owen Rogers (Annie L. Rogers)*
Phone Number: 2813372887
Address: 1200 Plantation Dr City: Dickinson
Date of Installation: 05/05/2009 Estimator: DEO
Equip installed: Installed Condensor
Installation Technician: GCE 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: _____

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: *I did not need financing - Paid in full 5/05/09*

Were our installers polite and helpful? (5) 4 3 2 1
Comments: *Installed the day I called - worked from 6pm to 9:45 pm to get me air conditioning for sleeping that night*

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?
Not yet - Service good

Is your home more comfortable now? Yes

Briefly explain the reason you chose Weeks Service Company to install your new home comfort system.
I have been using weeks maintenance service for 14 years and have a contract for yearly maintenance

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? Your service was (5) on this installation, all the way - "Thanks!"