



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

Customer Quality Audit

Customer Name: Ms Michele Ellis
Phone Number: 2819140459
Address: 14509 Oleo St City: Santa Fe
Date of Installation: 07/14/2009 Estimator:
Equip installed:
Installation Technician: JB 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:

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: YES, YOUR CREW WENT ABOVE AND BEYOND ON THE WORK PERFORMED. VERY PLEASED!

Do you know of any problems that need our attention?
NONE

Is your home more comfortable now? VERY MUCH SO

Briefly explain the reason you chose Weeks Service Company to install your new home comfort system.
YOUR COMPANY HAS ALWAYS BEEN RELIABLE AND I'VE HAD NO PROBLEMS IN THE PAST WITH REPAIRS TO MY OLD UNIT.

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? COMPANY & PERSONNEL VERY PROFESSIONAL & THE CUSTOMER SERVICE IS GREAT! CUSTOMER SERVICE AS YOU KNOW IT IS EXTINCT ELSEWHERE SO KEEP UP THE GREAT SERVICE!
Submit your feedback on-line today: www.weeks-service.com/feedback.html

THANK YOU SO MUCH!