



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

Customer Quality Audit

Customer Name: Mr Jack Roden
Phone Number: 2812860907
Address: 13531 Scenic Glade City: Houston
Date of Installation: 02/11/2009 Estimator: TAC
Equip installed: Inst. Furn, coil, ductwork
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? (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: not sure

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 at this time

Is your home more comfortable now? haven't used heat system yet

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

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? Installation crew was very good.