



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

Customer Quality Audit

Customer Name: Ms Gayle Kindle  
Phone Number: 2812869334  
Address: 815 Ramada Dr City: Houston  
Date of Installation: 02/03/2009 Estimator: TAC  
Equip installed: Installed Coil  
Installation Technician: CTT 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: \_\_\_\_\_

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? *?*

Briefly explain the reason you chose Weeks Service Company to install your new home comfort system.  
*I have used you for some time now!*

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? *The tech was dependable & friendly*