



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

**Customer Quality Audit**

Customer Name: Ms Becky Dacy  
Phone Number: 2819900882  
Address: 1502 Mabry Mills City: Houston  
Date of Installation: 01/20/2009 Estimator: MAB  
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? 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: nta

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?  
\_\_\_\_\_

Is your home more comfortable now? Yes

Briefly explain the reason you chose Weeks Service Company to install your new home comfort system.  
We've used you for years

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? \_\_\_\_\_