



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

Customer Quality Audit

Customer Name: Ms Kelly Hill
Phone Number: 2813327115
Address: 246 Kettering Ln City: League City
Date of Installation: 01/28/2009 Estimator: JBB
Equip installed: Installed Ahu
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: 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?
NONE YET / MONITORING THE DOWNSTAIRS A/C COIL

Is your home more comfortable now? SAME

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

I HAD PAID FOR THE 2 YEAR SERVICE AGREEMENT.
REPLACED THE UPSTAIRS A/C COIL

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? POLITE & PROFESSIONAL SERVICEMAN