



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

Customer Quality Audit

Customer Name: Mrs Joan Roberts
Phone Number: 2819973329
Address: 2905 Kensington Park City: Pearland
Date of Installation: 01/23/2009 Estimator: JBB
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: He did an excellent job. Very knowledgeable.

If applicable, was our credit department helpful in arranging any financing that you may have needed? (5) 4 3 2 1
Comments: Wasn't needed.

Were our installers polite and helpful? (5) 4 3 2 1
Comments: Did a great job.

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?
Not at this time but estimator told what possibly might be needed in future w/AC
Is your home more comfortable now? yes

Briefly explain the reason you chose Weeks Service Company to install your new home comfort system.
We have used weeks since we first moved into this home around 2000. Workmanship has always been good.

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? Very pleased with service & service people.