



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

Customer Quality Audit

Customer Name: Mar-tek, Inc.
Contact: Mr. ~~DAVE~~ Robinson
Phone Number: 2814749222
Address: 1302 N Meyer Ave City: Seabrook
Date of Installation: 01/15/2009 Estimator: RC
Equip installed: Installed Ahu, ht Strip, condensor
Installation Technician: EBR 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: _____

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? 5 4 3 2 1
Comments: DON'T KNOW AS I WAS NOT HERE

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 business more comfortable now? VERY MUCH SO FOR HEAT
A/C NOT TESTED YET.
Briefly explain the reason you chose Weeks Service Company to install your new comfort system.
REPUTATION AND FACT
THAT I HAVE PERSONALLY USED WEEKS SINCE 1999.

Would you mind if we used your name as a reference to your neighbors and others in your area? OK

How would you rate our company overall? (5) 4 3 2 1
Comments or Suggestions? _____