



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

Customer Quality Audit

Customer Name: Ms Joyce Schultz
Phone Number: 2814744280
Address: 2314 Lord Nelson Dr City: Seabrook
Date of Installation: 01/08/2009 Estimator: RC
Equip installed: Installed System
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? *N/A* 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? **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? _____

Briefly explain the reason you chose Weeks Service Company to install your new home comfort system.
reliability - I expect your company to stay in this area for the next 20 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? _____