



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

Customer Quality Audit

Customer Name: Mr Emery Clark  
Phone Number: 2819976833  
Address: 2615 Foxden Dr City: Pearland  
Date of Installation: 01/16/2009 Estimator: NGT  
Equip installed: Installed Furnace, coil  
Installation Technician: AW 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 by our customer service department? 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: \_\_\_\_\_

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? No

Is your home more comfortable now? Yes

Briefly explain the reason you chose Weeks Service Company to install your new home comfort system. Professional & courteous and great workmanship

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? \_\_\_\_\_