



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

**Customer Quality Audit**

Customer Name: <sup>DK</sup> Jeff Ball  
Phone Number: 2814864905  
Address: 3903 Hazel Glade Ct City: Houston  
Date of Installation: 01/16/2009 Estimator: MAB  
Equip installed: Installed Furnace  
Installation Technician: GVT 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: YOU ARE ALWAYS PROMPT & EFFICIENT! 😊

Did you find our estimator helpful in providing you with the information you needed to make your decision?  5 4 3 2 1  
Comments: MARK IS VERY THOROUGH & HELPFUL

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: YES, YOUNG & LUKE WERE FUN TO HAVE HERE

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: YOUNG DID, YES 😊

Do you feel that the installation lives up to all that you were promised?  5 4 3 2 1  
Comments: WORKS GREAT!

Do you know of any problems that need our attention?  
NONE KNOWN AT THIS TIME 😊

Is your home more comfortable now? VERY!

Briefly explain the reason you chose Weeks Service Company to install your new home comfort system.  
WE'VE NEVER USED ANYONE ELSE!

May we use your name as a reference to your neighbors and others in your area? SURE!

How would you rate our company overall?  5 4 3 2 1

Comments or Suggestions? KEEP UP THE GREAT WORK! THANKS! 😊