



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

Customer Quality Audit

Customer Name: ~~Ms Dianna~~ *Mrs Deanna* David
Phone Number: 4097895015
Address: 6030 Fm 646 S City: Santa Fe
Date of Installation: 12/22/2010 Estimator: ALS
Equip installed: Installed Ahu, ht Strip
Installation Technician: JW 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? No

Is your home more comfortable now? Yes!

Briefly explain the reason you chose Weeks Service Company to install your new home comfort system.

Great Customer Service! Love that you call to confirm & remind & sched.

May we use your name as a reference to your neighbors and others in your area? Yes - Definitely

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

Comments or Suggestions? Will continue to use only Weeks!

Submit your feedback on-line today:

1306 South Highway 3 • www.weeks-service.com/feedback.html • League City, Texas 77573 • 1-800-443-3992 • 281-332-9555 • Fax 281-332-9558

WWW.WEEKS-SERVICE.COM

Thanks