



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

Customer Quality Audit

Customer Name: Ms Kari Reuter
Phone Number: 2818048547
Address: 510 Packer Ct City: Webster
Date of Installation: 12/21/2010 Estimator: MAB
Equip installed: Installed Cond, ahu, ht Strip
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?

Comments: Very friendly, answered All questions (5) 4 3 2 1

Did you find our estimator helpful in providing you with the information you needed to make your decision?

Comments: great - Very thorough & knowledgeable (5) 4 3 2 1

If applicable, was our credit department helpful in arranging any financing that you may have needed?

Comments: Very good, Answered all questions w/ a lot of information (5) 4 3 2 1

Were our installers polite and helpful?

Comments: Very good, (5) 4 3 2 1

Were you pleased with our workmanship?

Comments: you couldn't tell they were here installed & cleaned up great service (5) 4 3 2 1

Did our installers go over the operation and maintenance required for your new system?

Comments: yes - Several times, we finally got it (5) 4 3 2 1
Yes No

Do you feel that the installation lives up to all that you were promised?

Comments: so far / cant wait to see how the Air work this summer (5) 4 3 2 1

Do you know of any problems that need our attention?

No

Is your home more comfortable now? yes - Extremely

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

We have worked with week on Breaker Box Replacement, small Electrical issue & have been very satisfied. Great Company

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?