



0000612

**Customer Quality Audit**

Customer: John Doyle  
Address: 11730 Orchard Mountain Dr Houston, TX 77059

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

Did you find our estimator helpful in providing you with the information you needed to make your decision? (5) 4 3 2 1

If applicable, was our credit department helpful in arranging financing? N/A 5 4 3 2 1

Were our installers polite and helpful? (5) 4 3 2 1

*Some of the best service providers, always polite*  
Were you pleased with our workmanship? (5) 4 3 2 1

Did our installers go over the operation and maintenance required for your new system? (Yes) / No

Do you feel that the installation lives up to all that you were promised? (5) 4 3 2 1

Do you know of any problems that need our attention?

Is your home comfortable now? *No*

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

*We have a service/maintenance contract*

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

Additional Comments or Suggestions?

**Submit your feedback on-line today:  
[www.WeekServiceCompany.com/feedback.html](http://www.WeekServiceCompany.com/feedback.html)**