



Sorry for the delay in sending this.

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Customer Quality Audit

Customer: Susan O'Rourke
Address: 1526 17th Ave N Texas City, TX 77590

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? 5 4 3 2 1

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

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?

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

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

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

Additional Comments or Suggestions?

I have always found the customer service to top notch from your company. And your tech guys are ALWAYS friendly, good at what they do & conscientious

Submit your feedback on-line today:
www.WeekServiceCompany.com/feedback.html

Kudos to Mr. Weeks & all his employees about treating my their necessary messes as if they were in their own home.

Susan O'Rourke