

# Report Card

(Would you please grade our report card.)

- yes     no    Was our office staff helpful and courteous?
- yes     no    Were we on-time to your appointment?
- yes     no    Did you see the red carpet?
- yes     no    Was our technician neat, clean & courteous?
- yes     no    Does anyone in your home suffer from allergies?
- yes     no    Do you have to dust often?
- yes     no    Do you ever have a damp/musty odor in your home?
- yes    NA no    Would you like to receive a discount on today's call? (ask Technician)

Which rooms in the house are the least comfortable?

NA

Is system noise objectionable?

outside noise to be taken care of.

What is your typical electric bill?

Summer 109    Winter 60

What is your typical gas/oil bill?

Summer 60    Winter 8.5

What do you **NOT** like about your present heating and cooling system?

quiet and consistent

Additional comments:

The tech was good to explain my questions

Please rate our service on a scale of 1 – 10 with 10 being the highest:

1    2    3    4    5    6    7    8    9    10

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Date: 6/25/14