

# Customer Service Report

- 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     no    Would you like to receive a discount on today's call? (ask Technician)

Which rooms in the house are the least comfortable? All

Is system noise objectionable? NO

What is your typical electric bill? Don't know Summer \_\_\_\_\_ Winter \_\_\_\_\_  
What is your typical gas/oil bill? Don't have Summer \_\_\_\_\_ Winter \_\_\_\_\_

What do you **NOT** like about your present heating and cooling system?  
Having to have it worked on.

Additional comments: Marcus Larson was very pleasant, kind and professional.

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

Email Address: \_\_\_\_\_

Name L. LeClair

Address Vine Grove Ky 40175

Phone: \_\_\_\_\_

Marcus

Date: 6/18/14