

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?

upstairs bedrooms

Is system noise objectionable?

no

What is your typical electric bill?

Summer 257 Winter 257

What is your typical gas/oil bill?

Summer — Winter —

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

age/ time it takes to cool house

Additional comments:

Marcus was very helpful and polite. Great customer service.

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 J. SETHS EDER

Address Rineyville, KY

Phone _____

Date: 19 Jul 14

Marcus