

# 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*