

# CLIMATIC

HEATING & COOLING, INC.

*"Caring For Your Comfort"*

Customer Name \_\_\_\_\_ Date \_\_\_\_\_

## How Do We Rate?

THANK YOU for using Climatic, we appreciate your business. Since your satisfaction is the best measure of our success, please take a moment to complete this survey. I promise to personally review your responses in order to further improve the quality and value of the services we deliver. Thank you in advance for your assistance.

Harold R. Kemp, President, Climatic Heating & Cooling, Inc.

**SATISFIED!**

- 1 Did our office take your call in a professional manner, and schedule an appointment to accommodate your needs? yes \_\_\_\_\_ no \_\_\_\_\_
- 2 Did our sales person make a professional presentation which was easy to understand?  
yes \_\_\_\_\_ no \_\_\_\_\_
- 3 How many other companies furnished you with estimates? (circle one) 0 1 2 3 4 or more
- 4 How did our prices compare to those of our competitors? (circle one) Higher Middle Lower
- 5 Was your system installed when promised? yes \_\_\_\_\_ no \_\_\_\_\_
- 6 Was your installation completed on time? yes \_\_\_\_\_ no \_\_\_\_\_
- 7 Was the installation clean and neat? Was all debris removed from the job?  
yes \_\_\_\_\_ no \_\_\_\_\_
- 8 Were the technicians courteous? Their appearance clean and neat?  
yes \_\_\_\_\_ no \_\_\_\_\_
- 9 Was operation of the equipment thoroughly explained? yes \_\_\_\_\_ no \_\_\_\_\_
- 10 Are you satisfied with the installation? yes \_\_\_\_\_ no \_\_\_\_\_
- 11 Will you call us for further Work if needed? yes \_\_\_\_\_ no \_\_\_\_\_
- 12 May we use your name as a reference? yes \_\_\_\_\_ no \_\_\_\_\_
- 13 What was the main reason you chose Climatic Heating & Cooling, Inc.? (circle one)  
Price Reputation Representation Referral
- 14 How did you hear about Climatic Heating & Cooling, Inc.? (circle one)  
Newspaper TV Yellow Pages Mail Repeat Customer Referral
- 15 Additional comments (please continue on reverse side if necessary): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 16 Is there anything that we did not do that we could have done? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

17 Date Received \_\_\_\_\_ Sales Rep \_\_\_\_\_ Installation Team \_\_\_\_\_

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Please visit us online at [www.climaticva.com](http://www.climaticva.com)