



call us! 800-329-2520

Customers Satisfaction Questionnaire

<p>*Customer name: _____</p> <p>Address: _____</p> <p>Phone: _____</p> <p>*e-mail: _____</p>	
Service department:	
Was our service department responsive to your requests?	<input type="radio"/> Excellent <input type="radio"/> Good <input type="radio"/> Needs Improvement
Were you satisfied, overall, with your service representative?	<input type="radio"/> Excellent <input type="radio"/> Good <input type="radio"/> Needs Improvement
Did your service representative offer suggestions and alternatives?	<input type="radio"/> Excellent <input type="radio"/> Good <input type="radio"/> Needs Improvement
Advertising:	
Where did you hear about Edd Helms? Please check all that apply	<input type="checkbox"/> Yellow Pages <input type="checkbox"/> Television <input type="checkbox"/> Trucks <input type="checkbox"/> Direct Mail <input type="checkbox"/> Internet
<input type="checkbox"/> Referred by: _____	
<input type="checkbox"/> Others Please specify: _____	
Service Technicians & Installation Professionals:	
Rate our service based on performance in a neat and professional manner	<input type="radio"/> Excellent <input type="radio"/> Good <input type="radio"/> Needs Improvement
Rate our service based on completion within the timeframe promised	<input type="radio"/> Excellent <input type="radio"/> Good <input type="radio"/> Needs Improvement
Rate our technician based on courteousness and professionalism	<input type="radio"/> Excellent <input type="radio"/> Good <input type="radio"/> Needs Improvement
Rate our technician on his/her explanation of the work performed	<input type="radio"/> Excellent <input type="radio"/> Good <input type="radio"/> Needs Improvement
Condition of your home or office upon completion - neat and clean	<input type="radio"/> Excellent <input type="radio"/> Good <input type="radio"/> Needs Improvement

Maintenance (Air Conditioning):

Dirty Air filters are the most common cause for A/C's not cooling properly. Did our technician demonstrate how your A/C filters must be cleaned or replaced when they are dirty?

Yes No

Emergency generators must reliably start and run when your power goes out. Did our electrician demonstrate or explain the importance of regular maintenance on your emergency generator?

Yes No

Overall Satisfaction:

Would you recommend us to your friends?

Yes No

Did you know that Edd Helms Marine Air Conditioning can take care of the air conditioning and refrigeration needs on your boat?

Yes No

Are you satisfied with the work we performed?

Yes No

Please enter any comments or suggestions that will help us improve our service:

--