

THANK YOU FOR YOUR PATRONAGE!

Being in the service business, we understand the importance of having "More Than Satisfied" customers and we strive to achieve that goal. The best way for us to learn how to do this is through you, "Our Valued Customer."

Please take a moment to answer the following questions.

Thank You!

CUSTOMER'S NAME: _____ CITY/STATE: _____

SALESMAN NAME: _____ INSTALLATION DATE: _____

INSTALLATION OF: _____ INSTALL CREW: _____

1. Was your telephone call handled in a professional/friendly manner? ___ Yes ___ No
2. Was the sales representative courteous and knowledgeable? ___ Yes ___ No
3. Was the installation technician's work area neat, clean and orderly? ___ Yes ___ No
4. Did the workmanship meet or exceed your expectations? ___ Yes ___ No
5. Did the installation technician explain the operation of your new system? ___ Yes ___ No
6. Did the HVAC installation work go as you expected? ___ Yes ___ No
7. Overall, was the experience of working with Edison Heating & Cooling pleasant, and make you feel more comfortable? ___ Yes ___ No
8. Based on your experience with our company, would you recommend Edison Heating & Cooling to a friend/neighbor? ___ Yes ___ No
9. Was our price lower than our competitor's? ___ Yes ___ No
10. Do you have any questions or comments that would help our future customers?

11. May we use you as a reference? ___ Yes ___ No
If so, may they contact you? ___ Yes ___ No

Customer's Signature: _____

E-mail: _____

Telephone #: _____

Thank You!!

All of us at Edison Heating & Cooling value this opportunity to serve you!



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HEATING & COOLING
A DIVISION OF EDISON HVAC, INC.

SATISFIED?