

# Affordable Service Plumbing, Heating, and Air Conditioning

Name: \_\_\_\_\_ Date of Service: \_\_\_\_\_  
 Address: \_\_\_\_\_ Type of Install: \_\_\_\_\_ Furnace  
 Phone #: \_\_\_\_\_ Lead Man: \_\_\_\_\_  
 Assistants: \_\_\_\_\_

1) Were the workers polite? Yes No  
 Comments: \_\_\_\_\_

2) Was the crew prepared? Yes No  
 Comments: \_\_\_\_\_

3) Was the work area cleaned to your satisfaction? Yes No  
 Comments: \_\_\_\_\_

4) Did the crew arrive within the time scheduled? Yes No  
 Comments: \_\_\_\_\_

5) Was the scheduling process acceptable? Yes No  
 Comments: \_\_\_\_\_

6) Were your contacts with the office personnel acceptable? Yes No  
 Comments: \_\_\_\_\_

7) Was the work performed timely? Yes No  
 Comments: \_\_\_\_\_

8) Was the work performed to your satisfaction? Yes No  
 Comments: \_\_\_\_\_

9) Was the system explained to you adequately? Yes No  
 Comments: \_\_\_\_\_

10) Do you feel comfortable using the new system? Yes No  
 Comments: \_\_\_\_\_

11) On a scale of 1 to 5 how would you rate the service overall?  
 Worst-1 2 3 4 5- Best

12) If you had one recommendation for improvement, what would it be?  
 \_\_\_\_\_

13) What is most important to you? Quality Low Cost Service Convenience

14) Do we have your permission to use you as a reference? Yes No

15) How did you learn about our company? \_\_\_\_\_

Please feel free to add any additional comments that you have. We appreciate your input !

<b>DEMOGRAPHIC INFORMATION:</b> If you don't mind would you please answer the following information for our records. Any information that you provide will be used only for marketing purposes by our company.						
<b>Marital Status</b>	Single	Married				
<b>Age Group</b>	Under 30	30-40	40-50	over 50		
<b>Number of children living at home</b>	0	1	2	3	3+	
<b>Annual Household Income</b>	Less than 50 thousand		50-100 thousand		Over 100 thousand	
<b>Occupation</b>	Technical	Retired	Medical	Trades	Professional	Self-Employed