

# Affordable Service Plumbing, Heating, and Air Conditioning

Name: \_\_\_\_\_ Date of Service: \_\_\_\_\_  
 Address: \_\_\_\_\_ Type of Install: **Plumbing**  
 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) On a scale of 1 to 5 how would you rate the service overall?  
 Worst-1                      2                      3                      4                      5- Best
- 10) If you had one recommendation for improvement, what would it be?  
 \_\_\_\_\_
- 11) What is most important to you?              Quality      Low Cost      Service      Convenience
- 12) Do we have your permission to use you as a reference?                      Yes              No
- 13) 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