

CAN WE USE YOU AS A REFERRAL?

Name: _____

Quoted Comment: _____

THANK YOU

How did you hear about us?

- Yellow Pages Newspaper Advertisement
- Radio Advertisement TV Advertisement
- Suggested By Others Repeat Customer

I would like more information on:

- Heating Air Conditioning
- Humidifier Zoning
- Duct Cleaning Indoor Air Quality



Your **LOCAL**
heating and cooling
Contractor



WEISS HEATING & COOLING LLC
W6420 STATE ROAD 21
WAUTOMA, WI 54982



Tell us about your experience,

Dear Customer,

Thank you for choosing Weiss Heating & Cooling LLC for your recent heating and/or air conditioning needs. At Weiss, we value you as a customer and want to make sure you are satisfied. We are interested in your experience using our service. Please take a few moments to fill out the brief survey. Including your name, address and telephone number is optional and would only be used by Weiss Heating & Cooling LLC.

Sincerely,

Bruce Weiss

MAIL: Complete this card, fold, seal, and drop in the mail. No postage required by you!

WEB: Visit our Web Site at www.weissheat.com and click on the "Feedback" link. Complete the survey and learn more about our company and the services we offer.

Did we schedule the appointment at your convenience?
 Phone Representative was friendly & courteous?
 Was Sales Representative knowledgeable and informative?

Excellent	Average		Poor	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Did the Technician arrive when we promised?
 Did the Technician act courteous and professional?
 Did the Technician clean up when finished?
 Did we resolve any problems and complete the job in a timely manner?
 Equipment Installation was.....
 Warranty Coverage was explained.....
 Did we make it easy for you to do business with us?
 Your overall satisfaction with Weiss.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Would you call Weiss again for future service needs?

YES NO

Would you be interested in a Service/Maintenance Agreement?

YES NO

COMMENTS:

1. What could Weiss have done better?

2. Where did we provide exceptional service?

TELL US ABOUT YOU..... (optional)

Name: _____

Address: _____

City/State: _____

Zip Code: _____

Telephone: (____) _____

THANK YOU