



"Performance Guaranteed"

Customer Quality Audit

Thank you for contacting Apple Heating, Inc. and giving us the opportunity to be of service. We pride ourselves in outstanding craftsmanship, and are constantly striving to maintain our high quality. **Would you help us by taking a minute to answer a few questions and returning the survey to us?** Your valued comments will help us to insure our high standard of quality control and customer satisfaction.

1. Please rate your experience with our sales representative.

EXCELLENT GOOD FAIR POOR

2. Responsiveness to your needs

EXCELLENT GOOD FAIR POOR

3. Clean up upon completion of installation

EXCELLENT GOOD FAIR POOR

4. Courteous installer(s)

EXCELLENT GOOD FAIR POOR

5. Quality of our work

EXCELLENT GOOD FAIR POOR

6. Would you recommend Apple Heating to your friends and neighbors?

YES NO

7. What prompted you to purchase from Apple Heating, Inc.?

I knew that there was something wrong with my equipment. I have heard nothing but excellent of Apple

COMMENTS:

The workmanship was exceptional and the Apple employees were superior.

** May we use your name as a reference on future jobs?

Yes No

* P.S. we, as a company like to recognize our employees for a job well done.

Name: Betty James 09RC082

Salesman: Rick