



"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.?

THE TRUST WE HAD IN JEFF

COMMENTS:

CAN'T SAY ENOUGH GOOD FROM THE REPAIRMAN TO THE FINAL TOUCH. (GREAT JOB)

** 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: O'Brien 09RC159

Salesman: Rick