BLAIRCO
INCORPORATED
Heating * Air-conditioning * Refrigeration
WA LIC# BLAIRI*087J1 OR LIC# 85750

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Customer Satisfaction Survey

Please take a few moments to answer some questions about your experience with Blairco. We appreciate you taking the time and answering the questions honestly. We want to give our customers the customer service that they deserve and this questionnaire will enable us to

Date: 5-12-09

Name (optional): DEAN BARTH, MD.

	Agree				Disagree
Did the salesman explain the procedures for this installation clearly?	(5)	4	3	2	1
Was the bid easy to understand?	(5)	4	3	2	1
Was the work completed when promised?	(5)	4	3	2	1
Were the crews working in a professional manner?	(5)	4	3	2	1
Were the crews there at the time they were promised?	(5)	4	3	2	1
Did we leave the job site clean?	(5)	4	3	2	1
Were we responsive to all your questions, even those you asked after the job was completed?	(5)	4	3	2	1
Were all the appointments kept? (If not: how many were missed ___ ?) (Were we on time? y / n)	(5)	4	3	2	1
When calling to the office, were you treated courteously?	(5)	4	3	2	1
Overall, were you satisfied with the job that was done?	(5)	4	3	2	1

May we use you as a reference? Yes ✓ No ___

Other comments about this particular job and/or suggestions about how we could improve:

WE ARE VERY HAPPY WITH BLAIRCO. WE WOULD ESPECIALLY COMMEND JASON, BILL, AND STEVE V. WE LOVE THE ATTITUDE AND DEMEANOR OF YOUR ENTIRE STAFF

Signature: Dean Barth MD