

# BLAIRCO INCORPORATED

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

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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: 5-10-10

Name (optional): Betty J. Crackford Disagree Agree

Did the salesman explain the procedures for this installation clearly?	1	2	3	4	<u>5</u>
Was the bid easy to understand?	1	2	3	4	<u>5</u>
Was the work completed when promised?	1	2	3	4	<u>5</u>
Were the crews working in a professional manner?	1	2	3	4	<u>5</u>
Were the crews there at the time they were promised?	1	2	3	4	<u>5</u>
Did we leave the job site clean?	1	2	3	4	<u>5</u>
Were we responsive to all your questions, even those you asked after the job was completed? - <u>yes</u>					
Were all the appointments kept? (If not: how many were missed <u>1</u> ?) (Were we on time? y/n) <u>y</u>	1	2	3	4	5
When calling to the office, were you treated courteously?	1	2	3	4	<u>5</u>
Overall, were you satisfied with the job that was done?	1	2	3	4	<u>5</u>
May we use you as a reference? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>					

Other comments about this particular job and/or suggestions about how we could improve:  
Your salesman in explaining the functioning of the heating system did not explain in enough detail how the system worked. I was told that the furnace would not go on at all until the outside temp. was at 35°F. I was not informed in detail how the heat pump & furnace work in concert with each other. This is the reason I kept contacting your office regarding the functioning of the system.