

# 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: 04/20/10

Name (optional): Julius Fernandez

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

May we use you as a reference? Yes  No

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

I am very Impressed with Tim. I am impressed that he stated that "I would not leave this house with a clear conscience if there is a leak"  
Steve and Bill are very courteous and great to work with. We are very satisfied. Definitely recommended to my neighbors and friends