

Customer Satisfaction Survey

Please help us continue to provide the best customer service in the Mon Valley by answering the following survey questions. When you return the survey you have a chance to win the monthly drawing for a \$100 gift card.

When you called, did you get through without a busy signal?

Yes No

Did the person you talked to give the feeling he/she cared about your problem?

Yes No

Did the technician arrive on the scheduled day?

Yes No

Did the technician give the feeling he really cared about your problem?

Yes No

Did the technician seem knowledgeable and competent?

Yes No

If you paid for service, do you feel the charges were reasonable?

Yes No

Would you use our service department again?

Yes No

The overall attitude, enthusiasm and commitment to solving your problem by our staff was:

Excellent
 Good
 Average
 Poor

The chance that you would recommend us to your family or friends to satisfy their needs are:

Excellent
 Good
 Average
 Poor

Comments: Your comments are very important to us.

Name: _____

Address: _____

Phone: _____

E-Mail: _____