



SATISFACTION SURVEY

You are the customer, the key to our success! Our goal is to provide top quality service with 100% complete satisfaction. The only way to improve our service is to find out how we are doing. Please take a few minutes to complete this survey and return to our office.

Or you may complete on-line at www.HorneHVAC.com

Technician(s): _____

Date: _____

1. Were you present at the time of the install, repair, or tune-up?

All Most of it Less than half Not present

2. Was our customer service representative(s) in the office efficient, courteous, and helpful? Yes No

3. Was our response satisfactory? Yes No

4. Was our technician(s) neat, courteous, efficient, and knowledgeable? Yes No

5. Were all of your questions answered to your satisfaction? Yes No

6. Were all work areas cleaned when finished? Yes No

7. Would you recommend our company to your friends, family, and/or associates? Yes No

Would you like us to contact them? Yes No

8. Could we use you and your project as a reference for future potential clients? Yes No

Please list any other service requests or comments below:

Name: _____ Tel: _____ E-mail: _____

Address:
