

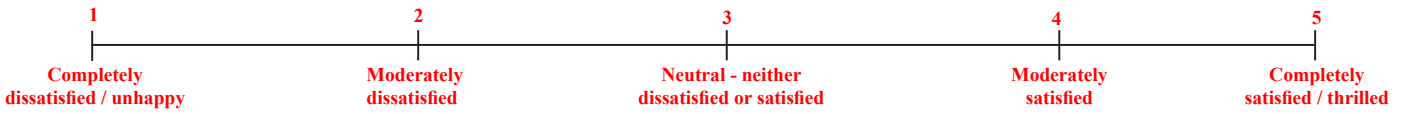


Customer Satisfaction Survey

Please complete all questions that are applicable to your job. The survey will help us evaluate the products and services that were provided to you and improve our service in the future. Please elaborate in the space provided. Don't forget about the back side of the page!

When you return this completed survey, we will send you a \$5 Starbucks Gift Card as a small gift for taking the time to complete this survey.

Please rate each item (that applies) on a scale of 1 through 5 with:



Please rate our **Marketing people** Name(s) _____

- _____ 1. If you met our Marketing people at a show/booth, were they knowledgeable, professional, friendly and courteous?
- _____ 2. Was our booth easy to find, attractive, accessible and informative?
- _____ 3. If you visited our booth, was the information provided helpful and accurate?
- _____ 4. Were you contacted promptly about setting up an appointment?
- _____ 5. Were our appointment setters understandable, helpful and accommodating?

Please rate our **Sales Person** Name(s) _____

- _____ 1. Did they arrive for their appointment on time?
- _____ 2. Were our sales person prepared, knowledgeable, professional, friendly and courteous?
- _____ 3. Were you given the option of financing, and was it explained to you thoroughly?
- _____ 4. Were legal documents provided and explained? (*Customer Information Notice, How To Protect Yourself and Right To Lien*)
- _____ 5. Did the product(s) recommended meet your job goals and requirements?
- _____ 6. Was the ordering and installation process explained to you thoroughly?
- _____ 7. Did the product(s) and installation meet your expectations?
- _____ 8. Not including any unforeseeable problems, was the job estimate accurate?
- _____ 9. Did the finished product look as you expected?
- _____ 10. Were warranties, rebates and incentives explained to you?
- _____ 11. Were you given options for extended warranties and/or service plans of your equipment?

Please rate our **Installers / Technicians** Name(s) _____

- _____ 1. Did they arrive when they were scheduled/promised?
- _____ 2. Was your home protected? (E.G. tarps laid, booties on their shoes)
- _____ 3. Were the technicians courteous, friendly and knowledgeable?
- _____ 4. Were you provided with appropriate answers to your questions?
- _____ 5. Was the job site kept neat and orderly?
- _____ 6. Did the technician bring everything they needed to complete the job the first time without having to return?

Please rate our **Office Staff** Name(s) _____

- _____ 1. Was our office staff prepared, knowledgeable, professional, friendly and courteous?
- _____ 2. Were you properly informed when your installation or service would be completed?
- _____ 3. Did it happen as promised?
- _____ 4. Did we schedule the installation or service on an agreeable schedule?
- _____ 5. Were you informed at all times the status of your order, installation or service?
- _____ 6. If there were installation or service problems, were they addressed to your satisfaction promptly?
- _____ 7. Were any warranty items completed and addressed promptly and to your satisfaction?
- _____ 8. Was our office staff friendly and helpful in assisting you to resolve any warranty issues?
- _____ 9. Were you charged amounts according to your contract and/or any change orders?
- _____ 10. If you utilized financing options, please rate your experience with our financing services.
- _____ 11. If your job had rebates or incentives, please rate our assistance to you in completing that process.

General Questions

- _____ 1. Do you feel you were treated fairly and with respect?
- _____ 2. Would you recommend us to a friend or relative?
- _____ 3. Do you feel that you received a great value for your investment?

We honestly love to get your feedback, good or bad. Please share your comments here.

Your Name: _____ **Date of Job:** _____

Please Print

You may use my comments in print and on your web site.

You may use me as a reference.

***Thank you for taking the time to complete this survey!
Please return it, and we will send you a \$5 Starbucks
Gift Card as a small gift for taking the time!***

**Sincerely,
Pyramid Heating and Cooling**

5699 SE International Way, Suite A
Milwaukie, OR 97222
P. (503) 786-9522, F. (503) 786-3432
www.pyramidheating.com
OR CCB# .59382

4 Options for sending the finished survey form:

Email using button found at top right of form,
- or - manually as an attachment to:
survey@pyramidheating.com

Print out and Mail to:
Attn: Allen Beck, General Manager
5699 SE International Way, Suite A
Milwaukie, OR 97222

Print out and Fax to:
(503) 786-3432