

UP-TO-CODE
mechanical ltd

plumbing & heating



CUSTOMER SURVEY

PLEASE TAKE A FEW MINUTES TO TELL US HOW WE COULD SERVE YOU BETTER.

1. How long have you been a customer with Up-To-Code & where did you hear about us? 1 job, found you in Yellowpages

2. Were you happy with the following services?

- | | | |
|---|------------|----|
| a) Telephone manner | <u>YES</u> | NO |
| b) Quality of our craftsmanship | <u>YES</u> | NO |
| c) Payment terms and pricing | <u>YES</u> | NO |
| d) Were workers knowledgeable & helpful? | <u>YES</u> | NO |
| e) Did they explain how your new installation works and how to maintain it? | <u>YES</u> | NO |
| f) Were our technicians at the job site on time? | <u>YES</u> | NO |
| g) Was the job site left in a clean manner? | <u>YES</u> | NO |

3. If you answered 'No' to any of the above please let us know how we could have improved?

4. Please rate your overall satisfaction level with the work and customer service you received from Up-To-Code Mechanical {1=not satisfied & 10=very satisfied}. 1 2 3 4 5 6 7 8 9 10

5. Please tell us in what ways we could enhance our services?

6. Are there any other services Up-To-Code Mechanical can provide for you? Please specify.

7. Would you use our services in the future or recommend them to somebody you know?

8. Why or why not? YES
very courteous and quick to resolve issues

9. Additional comments - if this survey did not touch on an issue you would like to comment on please to use this space for your remarks.

Thank-you very much for taking the time to complete our customer survey!!

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