



CUSTOMER SURVEY

PLEASE TAKE A FEW MINUTES TO TELL US HOW WE COULD SE

1. How long have you been a customer with Up-To-Code & where did you about us? *new customer - referral by Gary Wynn*

2. Were you happy with the following services?

- a) Telephone manner **YES**
- b) Quality of our craftsmanship **YES**
- c) Payment terms and pricing **YES**
- d) Were workers knowledgable & helpful? **YES**
- e) Did they explain how your new installation works and how to maintain? **YES**
- f) Were our technicians at the job site on time? **YES**
- g) Was the job site left in a clean manner? **YES**

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? Please specify.

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

8. Why or why not?

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

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

10662 61st Avenue
Edmonton, Alberta
T6H 1L7

ph:(780)433-4026
fx:(780)433-4015

www.up-to-code.com