



CUSTOMER SURVEY

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

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www.up-to-code.com

1. How long have you been a customer with Up-To-Code & where did you hear about us? _____

2. Were you happy with the following services?

- | | | |
|---|-----|----|
| a) Telephone manner | YES | NO |
| b) Quality of our craftsmanship | YES | NO |
| c) Payment terms and pricing | YES | NO |
| d) Were workers knowledgable & helpful? | YES | NO |
| e) Did they explain how your new installation works and how to maintain it? | YES | NO |
| f) Were our technicians at the job site on time? | YES | NO |
| g) Was the job site left in a clean manner? | YES | 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? *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 to use this space for your remarks.

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