

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? Through HomeScapes - Jeff Dyck

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 knowledgeable & 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? _____

I'm not really sure about the steam shower, but to be fair, I didn't ask about it.

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
9

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? Absolutely

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!!

10662 61st Avenue
Edmonton, Alberta
T6H 1L7

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

www.up-to-code.com