



Please fax or mail this to:
Installation Manager
Quality Heating & Cooling Company
11225 President Dr, Boise, ID 83713
Fax: 377-3989 Phone: 377-3555

To our esteemed customer, John Volk Job # 14477

At Quality Heating and Cooling, we try very, very hard to provide you with the finest people and HVAC services money can buy... all at a reasonable price. In our efforts to fine tune our operation, we ask for our customers opinions. We will review your responses in this quality control questionnaire and get back to you if you so desire. Thank you in advance for your response!

When you chose us...

What most influenced your decision to buy from Quality Heating & Cooling?

What product options, features, or services were the most important to you?

How would you best describe your sales representative? *all the people who I have worked with are great.*

The installation...

How would you best describe your installation experience? *great*

In general...

Which employees most impressed you in our company? Why? *them all good.*

What, if any, questions or unresolved issues would you like us to know about? *—*

Were we... Punctual? Y N Clean and Neat? Y N Professional in appearance? Y N
Thorough? Y N Respectful? Y N Informative and helpful? Y N

Which services were you informed about?

Humidifiers? Y N Electronic Air Cleaners? Y N Service Discount Plan? Y N
Extended Warranties? Y N 24 Hr Service Department? Y N

If there was one comment you could pass on to the Quality Heating & Cooling owner, what would it be?
Thank you for a great job & price! I have always had good service from your company. (JV)