



Midwest Mechanical
a service logic company

Customer Satisfaction Survey

AGR #: _____ Company Name: _____

Contact: _____ Phone: _____

Email _____

Address: _____ City: _____

NOTES:

- 1) How would you rate the service of Midwest Mechanical Group in the following areas?
a. (1 unacceptable – 5 excellent)

Prior Visit Date _____

___ Receive your call for Service: _____

___ Responsiveness: _____

___ Scheduling _____ Do you require prior notice? _____ How much? _____

___ Performance of your Preventative Maintenance: _____ (Review service report)

___ Invoicing Accuracy: _____

___ Service Level receiving from your ACCOUNT REP _____

___ Overall Service: _____

- b. Is there anything else, we haven't already discussed, that we can do to improve our services to you?

Customer Satisfaction Survey

2) Verify Primary and Secondary (Ask for Business Card)

1-

2-

3) What is most important to you in working with Midwest Mechanical?

4) Other Locations?

5) Are you planning any changes to your building or facility that would affect your HVAC?

6) Would you recommend us? Who do you know that would benefit from our services?

7) What's worked well in the past.....Call or E-mail on our behalf?

8) Is there anything else that you would like to talk about today?
