|  |  |  |
| --- | --- | --- |
| Apollo H&A Logo.JPG  **(509) 987-1500** | Apollo Heating & Air  1119 W. Columbia Drive  Kennewick, WA 99336 | *How can we improve*? Service Technician \_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_ |

We take customer service seriously at Apollo. Please take a moment to help us improve our business by filling out this short survey. We appreciate you as a valued customer and your comments will help us in the future. When you are finished with the survey, please drop the postage paid survey in your mailbox. You may also scan and e-mail to [bsandusky@apollosm.com](mailto:bsandusky@apollosm.com) or fax to: ***(509) 582-8516.***

## Quality & Satisfaction

|  |  |  |  |
| --- | --- | --- | --- |
| What is your overall satisfaction with Apollo’s Service?   * Very Satisfied * Satisfied * Neutral * Dissatisfied * Very Dissatisfied | How clear was the information we provided you?   * Extremely clear * Very clear * Moderately clear * Slightly clear * Not at all clear | Was your experience with our service tech..   * Much better than expected * Slightly Better than expected * About what was expected * Slightly worse than expected * Much worse than expected | |
| Would you recommend Apollo Heating & Air to others?   * Definitely * Probably * Not sure * Probably not * Definitely not | Would you use Apollo Heating & Air in the future?   * Definitely * Probably * Not sure * Probably not * Definitely not | | What aspect of the service call were you most satisfied with? Check all that apply.   * Quality * Price * Customer service * Follow-up * Promptness * All of the above | |

## Service & Dispatch – Rate your experience with 1 being poor and 5 being excellent

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Please rate your overall experience with your current service or maintenance?  **1 2 3 4 5**  How would you rate your overall experience with our service dispatchers? Dispatcher’s name:\_\_\_\_\_\_\_\_\_\_  **1 2 3 4 5**  How would you value the service that was provided?  **1 2 3 4 5**  Did we have a professional appearance, van & uniform? Did we represent the company well?  **1 2 3 4 5** | | Was the technician’s attitude friendly & helpful?  **1 2 3 4 5**  Was the technician’s explanation of the repair or maintenance clear?  **1 2 3 4 5**  The promptness: they got there when they said they would or notified you if they were late?  **1 2 3 4 5**  Did we complete work in a timely manner?  **1 2 3 4 5** | Was the technician knowledgeable?  **1 2 3 4 5**  Was the technician professional?  **1 2 3 4 5**  Rate the effectiveness of the service call?  **1 2 3 4 5**  Did the technician keep the area clean & tidy?  **1 2 3 4 5** | | |
| Did we give you a copy of the invoice after work was completed? Yes\_\_\_\_ No \_\_\_\_\_  Do you have a maintenance plan in place? No\_\_\_\_ Yes\_\_\_\_ If no, would you be interested? Yes\_\_\_\_ No \_\_\_\_ | | |  |

## Additional Comments

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## About You (optional)

|  |  |
| --- | --- |
| Name |  |
| Address |  |
| Phone |  |
| Email |  |

May we add you to our mailing list? □ Yes □ No

Thank you for using Apollo Heating & Air and participating in this survey!

Apollo Heating & Air Service Department

1119 W. Columbia Drive

Kennewick, WA 99336

Attention: Service Manager