



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, Wilma Bromley Job # 14375

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?

*Good recommending from all my neighbors*

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

How would you best describe your sales representative?

*Very honest and sincere*

The installation . . .

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

In general . . .

Which employees most impressed you in our company? Why?

*all of them I met*

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?

*Being a woman alone and not understanding what I needed, I really appreciated the careful consideration from everyone involved. Thank you all. Wilma Bromley*

Please fax or mail this form back to us as soon as possible while things are fresh in your mind. Thank You!