

## Customer Satisfaction Questionnaire

Please help us by taking a few minutes to tell us how we did. We appreciate your business and want to make sure we meet your expectations. The feedback we receive helps us to continually improve to serve you better.

Tower Plumbing & Heating **administrative staff** was (you may select more than one)

- |   |  |
|---|--|
| <input type="radio"/> Friendly              | <input type="radio"/> Not friendly             |
| <input type="radio"/> Helpful               | <input type="radio"/> Not helpful              |
| <input type="radio"/> Professional          | <input type="radio"/> Not professional         |
| <input type="radio"/> Patient and attentive | <input type="radio"/> Not patient or attentive |

Tower Plumbing & Heating **service technician** was (you may select more than one)

- |   |  |
|---|--|
| <input type="radio"/> Friendly              | <input type="radio"/> Not friendly     |
| <input type="radio"/> Helpful               | <input type="radio"/> Not helpful      |
| <input type="radio"/> Professional          | <input type="radio"/> Not professional |
| <input type="radio"/> Patient and attentive |  |

Tower Plumbing's service technician was thorough and confident for the work performed?

- Strongly agree
- Agree
- Disagree
- Strongly disagree

Our technicians left the work site clean and tidy?

- Strongly agree
- Agree
- Disagree
- Strongly disagree

The service provided by Tower Plumbing & Heating was

- Superior
- Satisfactory
- Poor
- Very Poor

How likely is it that you would recommend us to family, friends and colleagues?

- Very likely
- Likely
- Not likely

Have you logged onto our website? (towerph.com) If so, did you find our website easy to maneuver and locate information?

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Not Applicable

Do you have any addition comments or concerns you would like to share with us?

---

---

---

---

---

---

---

---

Customer Name: \_\_\_\_\_

Contact information: \_\_\_\_\_  
\_\_\_\_\_

***We thank you in advance for assisting us to continue to grow and improve our customer service.***