



# CUSTOMER COMMENTS

## (THIS IS OUR REPORT CARD)

It's important that we receive feedback from our customers. It's how we better serve you in the future as well as serve others. We ask all our customers to take a few minutes and give us some feedback as to their experience with our staff and with our organization as a whole. Below is a brief survey on our service. If you would take a few moments to fill it out and return it to us, we would greatly appreciate it. Thank you!

Jeff Cox, Owner  
Right Now Heating and Air Conditioning

Please tell us about anything that particularly impressed you, or anything that you would suggest we improve: Calvin and Jaquin arrived on time. They were fast and efficient. They were also very neat and cleaned up when they were done. Calvin was very good at explaining things

Steve came by the next day to get a signature that was overlooked. He took the time to reprogram the thermostat and showed me again how to do it. (The instructions that came with the thermostat are NOT user friendly)

(I might be happier with a non-programmable thermostat if one is available and an exchange could be made)

Your Name KAREN S [REDACTED] Date AUG 11 2011  
Your City CANDWELL ID 83605 Email \_\_\_\_\_  
Calvin & Jaquin



# RIGHT <sup>24</sup> <sub>7</sub> NOW

## (208) 585-5868

We would like to use your comments about our company in our marketing and advertising. By filling out this form and returning it to us, you are authorizing us to use your comments and your first name only, along with your city (e.g. John in Boise) in our marketing and advertising. Thank you for your permission.