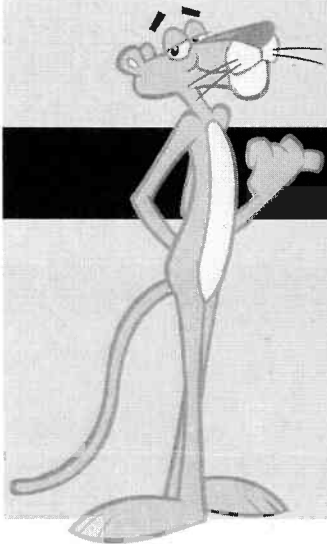


Gerry B



# 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

Gerry B & Jesus E.

Please tell us about anything that particularly impressed you, or anything that you would suggest we improve: FIRST OF ALL THEY ARRIVED ON TIME, INTRODUCED THEMSELVES AND WERE VERY POLITE AND CONSIDERATE (WEARING SHOE COVERS WHILE IN THE HOUSE) GERRY WAS VERY KNOWLEDGEABLE AND EXPERIENCED. HE REALLY KNEW HIS PRODUCT. HE EXPLAINED THE PROCEDURE AND ACCOMPLISHED THE BIG JOB THOROUGHLY AND IN A TIMELY MANNER. YOU COULD TELL HE LOVES HIS JOB. JESUS CLEANED ALL THE VENTS AND INSTALLED CARBON MONOXIDE ALARMS. WE WERE IMPRESSED HOW HE MEASURED EVERYTHING AND WHEN INSTALLING THE NEW THERMOSTAT EVEN USED A LEVEL TO MAKE SURE IT WAS CORRECT. WE WERE SHOCKED WHEN HE SAID HE HAD ONLY BEEN ON THE JOB ABOUT A MONTH AS HE SEEMED TO BE MUCH MORE EXPERIENCED THAN A NEWCOMER. GERRY WAS VERY CLEAR WITH HIS FINAL INSTRUCTIONS. EVERYTHING WAS ORGANIZED AND CLEANED UP BEFORE THEY LEFT. BOTH MEN WERE PLEASANT AND FRIENDLY, BUT THOROUGH. IT WAS A PLEASURE TO WORK WITH THEM.

Your Name \_\_\_\_\_ Date 4/27/13  
Your City \_\_\_\_\_ Email \_\_\_\_\_

83646



# RIGHT NOW

24x7

## (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.