

## Satisfaction Survey

Name: STEVE & ELIZABETH FROMAN City, State PATTERSON, MO

Good Day! Please take a few minutes of your time to answer the following questions and make any comments you wish about the work Aire Solutions did for you. We have enclosed a stamped return envelope for your convenience. Thank You!

1. What kind of work did we do for you? New Heat / Air System, Crawlspace Encapsulation, Whole House Generator, Indoor Air Quality Upgrade, Solar Panels, Other \_\_\_\_\_
2. How satisfied are you with the job we did? very (installation experience)
  - A. How did you hear about us? existing customer
  - B. Have you ever heard of us or seen our name anywhere else? yes
3. How was the experience you had with our office staff? mostly pleasant
4. What are your thoughts on our consultant and solutions offered? appreciated
5. What did you think of our installation crew? (capable + friendly-hard working)
6. Was the cleanup satisfactory? yes-but the two window units need to be picked up for others to use.
7. May we use you as a reference? ☒ Y ☐ N
8. May we post this survey on our webpage and/or Facebook? ☒ Y ☐ N
9. Besides Aire Solutions, from how many other companies did you get quotes? 0
10. Overall what were the top one or two reasons you hired us instead of another company?  
Prior experience (were you Air Serve but changed name)?
11. Comments: Other than having to transport (personally) two window units and install them prior to our 3wk wait for the big unit-thankful to have them but didn't feel like this was our responsibility considering the overall cost of the product we purchased. Please come get your window units

Thank you for selecting us to serve you. At Aire Solutions, we attempt to give the most complete, prompt, and expert service possible. If you have any problems or questions, please do not hesitate to contact us.

Please list the name, town & phone of someone you know that might be in need of our services: \_\_\_\_\_