REUPERT CUSTOMER CARE SURVEY

You can fill out this form online: www.reupert.com/WeCare

Your opinions are important to us. To better serve you in the future, we'd like to know about your experience with us. Please be candid with your thoughts, and thank you for working with us.

Reupert Heating & Air
5137 Crookshank Rd
Cincinnati, OH 45238
513-922-5050

Dealer ID No. 12025

About You...

MIKE OOTEN
Name

R90 SUNCREEK
Address

CINTI, OH 45238
City / State / Zip

(513) 451-5C44
Telephone

nanajanoot@gmail.com
E-Mail Address

Purpose of Visit...

Which the following best describes the purpose your dealer's visit:

☑ New / Installation ☐ Service / Repair

Technician Use Only

Tech # 3 8 6

Job ID

BRY-7
154542

Your Experience...

1=Very Dissatisfied ⟶ 10=Very Satisfied

	1	2	3	4	5	6	7	8	9	10
1. Promptness of dealer personnel	☐	☐	☐	☐	☐	☐	☐	☐	☐	☒
2. Professional appearance (personnel, vehicle, etc.)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☒
3. Courtesy and friendliness	☐	☐	☐	☐	☐	☐	☐	☐	☐	☒
4. Took time to understand my needs	☐	☐	☐	☐	☐	☐	☐	☐	☐	☒
5. Knowledgeable	☐	☐	☐	☐	☐	☐	☐	☐	☐	☒
6. Kept my home neat and clean	☐	☐	☐	☐	☐	☐	☐	☐	☐	☒
7. Explained the operation and maintenance of my system	☐	☐	☐	☐	☐	☐	☐	☐	☐	☒
8. Explained equipment and labor warranties	☐	☐	☐	☐	☐	☐	☐	☐	☐	☒
9. Completed the work in a timely manner	☐	☐	☐	☐	☐	☐	☐	☐	☐	☒
10. Resolved any issues to my satisfaction	☐	☐	☐	☐	☐	☐	☐	☐	☐	☒
11. **Overall Satisfaction**	☐	☐	☐	☐	☐	☐	☐	☐	☐	☒

Likelihood to Recommend...

	Definitely Would NOT 1	2	3	4	5	6	7	8	9	Definitely WOULD 10
12. How likely are you to recommend Reupert Heating & Air to a friend or colleague?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☒

13. Are you interested in a service and / or a maintenance agreement?
☐ Yes ☐ No ☐ Already Have

14. Please share any additional comments or describe in your words your overall experience (for example, what you thought the dealer did exceptionally well, or what could have been better).

Were very happy with the whole experience.

Friends and Family

If you know someone who could benefit from our services, please indicate their name and phone number below.

First Name _____ Last name _____

Telephone ☐☐☐-☐☐☐-☐☐☐☐

Home Address _____