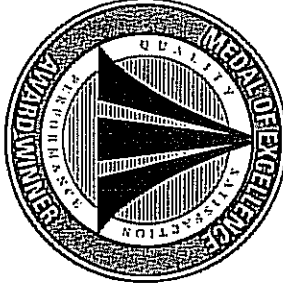


# REUPPERT CUSTOMER CARE SURVEY

You can fill out this form online: [www.reuppert.com/WeCare](http://www.reuppert.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.



## Reuppert Heating & Air

5137 Crookshank Rd  
Cincinnati, OH 45238  
513-922-5050

Dealer ID No. 12025

### About You...

Name ASMEY, DTD  
Address 3042 Pomona Ave  
City/State/Zip MCMINWTH, OH 45211  
Telephone (679) 324-3826

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 # 0394 154542 **BRY-7**

1-800-44-24

### Your Experience...

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.....

1=Very Dissatisfied ----- 10=Very Satisfied

### Likelihood to Recommend...

12. How likely are you to recommend Reuppert 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).

Very friendly & helpful!!!

### 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 \_\_\_\_\_