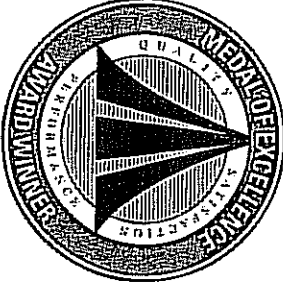


REUPPERT CUSTOMER CARE SURVEY

You can fill out this form online: 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: Rick Specker
Address: 7800 Austin Ridge Dr
Cincinnati, OH 45247
City/State/Zip: (513) 353-9009
Telephone: Specker I @ FUSE.NET
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 #

BRY-7
154542

Job ID

Your Experience...

- 1=Very Dissatisfied (⊖) 10=Very Satisfied (⊕)
- | | |
|---|--------------------------|
| 1. Promptness of dealer personnel..... | <input type="checkbox"/> |
| 2. Professional appearance (personnel, vehicle, etc.)..... | <input type="checkbox"/> |
| 3. Courtesy and friendliness..... | <input type="checkbox"/> |
| 4. Took time to understand my needs..... | <input type="checkbox"/> |
| 5. Knowledgeable..... | <input type="checkbox"/> |
| 6. Kept my home neat and clean..... | <input type="checkbox"/> |
| 7. Explained the operation and maintenance of my system.... | <input type="checkbox"/> |
| 8. Explained equipment and labor warranties..... | <input type="checkbox"/> |
| 9. Completed the work in a timely manner..... | <input type="checkbox"/> |
| 10. Resolved any issues to my satisfaction..... | <input type="checkbox"/> |
| 11. Overall Satisfaction..... | <input type="checkbox"/> |

Likelihood to Recommend...

- | | | | | | | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|
| 12. How likely are you to recommend Reuppert Heating & Air to a friend or colleague? | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

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).

Prompt, professional service the evening
earliest results

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 _____