

General Refrigeration

Customer Satisfaction Survey

Please rate the following 1 - 5 (1 being the worst and 5 being extremely happy)

Was your phone call answered quickly? 1 2 3 4 5

Was the person who answered the phone friendly and responsive? 1 2 3 4 5

Did General Refrigeration respond quickly to your needs? 1 2 3 4 5

Was the Technician courteous and professional? 1 2 3 4 5

Did the Technician repair the equipment to your satisfaction? 1 2 3 4 5

Was the Technician neat in appearance? 1 2 3 4 5

Was the value of the service call worth the expense? 1 2 3 4 5

Does the fact that General Refrigeration uses only Union labor affect your decision to use us? YES / NO

What can we do as a company to keep earning your business? Please write in answer.

If the call was not for service and was for a job, did we do a professional job? 1 2 3 4 5

Does the fact that we try to use "Made in America" parts wherever possible influence your decision to use General Refrigeration? YES / NO

Please give us any feedback that is not stated above that you believe relevant to our services.

Please fax back to 1-847-695-0823 **Attention Management**

Company information and contact detail is optional, if you wish to give that information please list.