



CUSTOMER QUALITY AUDIT

GENERAL HEATING & AIR CONDITIONING, INC.

1310 S. MYRTLE AVE., MONROVIA, CA. 91016

626 358-0022

909 599-7751

TO: Mr. Kip Katz 09J177-04ML
1419 New York Drive
Altadena, CA. 91001

Date 05/11/2009

Dear: Mr. Katz,

Thank you for contacting our company and giving us the opportunity to work with you on your project. If we can be of help in the future, please call us! We're always available to discuss your needs.

We take pride in our work and are constantly striving to maintain our high quality. Would you help us by taking a minute to answer the following questions? Your comments are valuable and will help us serve you better in the future. **THANK YOU.**

Were we responsive to your needs?

Before the job Yes No

During the job Yes No

After the job Yes No

Did we do everything we agreed to do?

Yes No

Were you satisfied with the price and value of the job we did?

Yes No

Was the job...

Started on time? Yes No

Completed on time? Yes No

Left clean? Yes No

Were you pleased with the quality of our work?

Yes No

Were our workers courteous?

Yes No

Would you consider us for future services?

Yes No

We invite you to write in any additional comments...

EXCEPTIONALLY CLEAN + PROFESSIONAL INSTALLATION.

I HAVE BEEN BUILDING + REMODELING HOUSES FOR
20 YEARS AND THIS JOB EXCEEDED ALL OF MY
EXPECTATIONS.

THANK YOU VERY MUCH.

If you are happy with our services, please refer us.

May we use your name as a reference on future jobs? Yes No

Signature

Date 5/12/09 Phone 626-791-1635