

122 N. Second Street
Rockford, IL 61107
815-398-1969



4788 McFarland Court
McFarland, WI 53588
608-273-4200

Customer Service Report

SATISFIED WITH OUR SERVICES?

Date: 6/7/10

- Was your initial call for an appointment handled promptly and efficiently? Yes No
- Was our technician on time for your appointment? Yes No
- Was our technician polite and professional? Yes No
- Is his appearance satisfactory? Yes No
- Did our technician diagnose your problem, make necessary repairs and answer all of your questions adequately? Yes No
- Does the humidity affect anyone in the home during the summer? Yes No
- Does anyone in your home suffer from allergies? Yes No
- Do you have to dust often? Yes No
- Does the humidity in your home affect anyone during the winter season? Yes No
- Are you a member of our Club Membership Program? Yes No
- Did our technicians wear shoe covers upon entry to your home or business? Yes No

Please rate our service on a scale of 1—10 with 10 being the highest

1 2 3 4 5 6 7 8 9 **10**

- Would you recommend Norstar to your friends or family? Yes No
- May we quote you or use you as a reference? Yes No
- May we mention your comments to other Home/Business owners? Yes No
- What is the approximate age of your cooling system? What is the approximate age of your heating system?
____ 1-5 yrs. ____ 6-10 yrs. 11 yrs. plus ____ 1-5 yrs. ____ 6-10 yrs. 11 yrs. plus

Please use the below space for any comments or suggestions

We are thrilled with the professional attitude and ability of the technician, Brennan. He is very pleasant. We switched from Pearson Plumbing & Heating and our opinion of NorStar far exceeds previous experiences with Pearson.

Name: Carl Pearson Phone # () - -

Our thermostat had been improperly wired and it was brought to our attention and fixed on our initial visit. We were pleased and purchased the service plan. We will remain loyal customers because your