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Ed & RP



1694 Duanesburg Road • Duanesburg, NY 12056 • Phone (518) 374-3894 • Fax (518) 357-9036

It has been a pleasure serving you! We appreciate your business and the confidence you have placed in us. **We stand behind everything we install with our 100% satisfaction guarantee.** If you are ever unhappy with our products or service for any reason, we want to know. At Mohawk Heating, your satisfaction is our #1 priority.

By completing this survey you will better assist us in assessing how we can better meet the HVAC needs of the community we serve.

In order of importance please list the factors in choosing Mohawk Heating:

Price	<u>2</u>
Mohawk Heating Reputation	<u>1</u>
Sales Presentation	<u>3</u>

Thank you, your heating and cooling specialist Jol Bennett

	Excellent				Poor	
	A	B	C	D	E	F
Quality of Product	A	B	C	D	E	F
Helpfulness of Staff	A	B	C	D	E	F
Timeliness of Installation	A	B	C	D	E	F
Professionalism	A	B	C	D	E	F
Attitude of Staff	A	B	C	D	E	F
Salesman understanding of needs	A	B	C	D	E	F
Salesman presentation of company	A	B	C	D	E	F
Your overall impression of us	A	B	C	D	E	F

ADDITIONAL COMMENTS:

EVERY INDIVIDUAL INVOLVED WAS PROFESSIONAL, FRIENDLY, AND HELPFUL. ALL OF OUR QUESTIONS WERE ANSWERED AND WE WILL BE RECOMMENDING YOUR COMPANY TO OTHERS.

Name: KEITH BROWN

Date: 1/5/11

Email Address: \_\_\_\_\_

120545  
JCY AB



# MOHAWK HEATING CO. INC



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Price	<u>3</u>
Mohawk Heating Reputation	<u>2</u>
Sales Presentation	<u>1</u>

Thank you, your heating and cooling specialist Joe Bennett

	Excellent				Poor	
Quality of Product	<u>(A)</u>	B	C	D	E	F
Helpfulness of Staff	<u>(A)</u>	B	C	D	E	F
Timeliness of Installation	<u>(A)</u>	B	C	D	E	F
Professionalism	<u>(A)</u>	B	C	D	E	F
Attitude of Staff	<u>(A)</u>	B	C	D	E	F
Salesman understanding of needs	<u>(A)</u>	B	C	D	E	F
Salesman presentation of company	<u>(A)</u>	B	C	D	E	F
Your overall impression of us	<u>(A)</u>	B	C	D	E	F

ADDITIONAL COMMENTS:

Joe was awesome! He spent well over an hour with me discussing the differences in products I felt comfortable and confident that the job was going to get done professionally and properly.

Name: Stacie Wetzel

Date: 11/29/2010

Email Address: swetzel@live.com

The crew was great!  
I am more than pleased with the result!!