



TRANSICOLD

of Boston, Maine & Rhode Island

To our valued customer:

Thank you for giving us the opportunity to service your equipment. Our personnel pride themselves on providing the best quality service. in a reasonable time. at a fair price.

However. it is not how **we feel** about the quality of our efforts. but more important, **how you, our customer,** feels about the repairs recently completed. To accurately monitor our efforts. we need your feedback.

Your response to the questions below will be greatly appreciated: we sincerely want to know your true level of satisfaction.

- | | YES | NO |
|---|--------------------------|--------------------------|
| 1. Was your contact with our Service Department handled courteously? | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. During the repair. were our service personnel courteous and efficient regarding answers to your questions on the progress of your repairs? | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Was your job completed within the time frame discussed? | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. If your job involved warranty. were you given proper explanation for any participation? | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Did we solve your problem without doing more than you thought was required? | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Was the job completed in accordance with the price quoted? | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Was the job completed to your satisfaction? | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Will you use our Service Department again. if the need arises? | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Would you recommend us to others? | <input type="checkbox"/> | <input type="checkbox"/> |

Additional comments _____

Name _____ Tel # _____ Ext. _____
Please Print

All of us at Carrier Transicold of Boston, Maine & Rhode Island look forward to serving your future needs.

Sincerely,

Carrier Transicold of Boston, Maine & Rhode Island

Jeffrey P. Manning, President

90 Bay State Road, Wakefield, MA 01880

RO # _____ Serial # _____