

# **ANDERSON BROS.** ELECTRIC, PLUMBING, & HEATING, INC.

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 Kearney, NE 68848-0159  
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[www.andersonbros.com](http://www.andersonbros.com)

PO Box 620  
 313 West 4<sup>th</sup> Street  
 Holdrege, NE 68949-0620  
 308-995-4481 \* Fax: 308-995-4482

DATE: \_\_\_\_\_

CLIENT: \_\_\_\_\_

DATE WORK PERFORMED: \_\_\_\_\_

TECHNICIAN ON JOB: \_\_\_\_\_

**SURVEY QUESTIONS AFTER SERVICE TECHNICIAN PROVIDED SERVICE:**

(1 lowest & 5 highest)

- |      |                                                                                                 |           |
|------|-------------------------------------------------------------------------------------------------|-----------|
| 1.0  | Did the technician phone you before arriving at your home/property?                             | 1 2 3 4 5 |
| 2.0  | Did the technician display a professional appearance, was courteous & friendly?                 | 1 2 3 4 5 |
| 3.0  | Did technician take the time to understand your needs and resolve the issues you had addressed? | 1 2 3 4 5 |
| 4.0  | Did you feel the technician was knowledgeable regarding repair?                                 | 1 2 3 4 5 |
| 5.0  | Did the technician keep your home neat and clean?                                               | 1 2 3 4 5 |
| 6.0  | Please rate your experience with our company                                                    | 1 2 3 4 5 |
| 7.0  | Courtesy and professionalism of our Phone Representative:                                       | 1 2 3 4 5 |
| 8.0  | How likely would you be to use our company again?                                               | 1 2 3 4 5 |
| 9.0  | What brought you to our company? _____                                                          |           |
| 10.0 | Do you have a maintenance agreement with us?                                                    | YES OR NO |
| 11.0 | Would you like information on a service agreement?                                              | YES OR NO |

**Thank you for providing this feedback as this will help us improve our service to our customers.**

You may return the survey to the technician or you may send in the mail to our office.

**CELEBRATING OVER 70 YEARS OF SERVICE!**

*Neighbors Serving Your Neighborhood Since 1947*



turn to the experts 