

POST-SERVICE FOLLOW UP CALL FORM

Customer Name:	
Ticket Number:	Date:
Service Issue:	

Hello (customer's name) my name is (your name), and I am with LifeStyles. I wanted to give you a call today to find out how the service appointment went (date, e.g. today, yesterday). Do you have a moment? May I ask you a few questions?

Did someone call you before your service technician was scheduled to arrive?

Yes ☐ No ☐

Explain:

Was our service technician professional and efficient?

Yes ☐ No ☐

Explain:

Was your issue resolved? If no, has a new course of action been taken?

Yes ☐ No ☐

Explain:

Were you satisfied with your service appointment?

Yes ☐ No ☐

Explain:

Is there anything we could have done better?

Yes ☐ No ☐

Explain:

Thank you so much for your time. I hope the rest of your day is wonderful!

*Please place the completed form in the Corporate drawer.