

Please Let Us Know How We're Doing.....

Please answer the following questions with 1 being very satisfied and 5 being least satisfied.

**B
E
F
O
R
E**

Was your call to CSI answered promptly? 1 2 3 4 5

Was your call handled with courtesy? 1 2 3 4 5

Was our staff member considerate of your time & schedule? 1 2 3 4 5

Ability to listen understand and answer your question? 1 2 3 4 5

Ease of scheduling your service call? 1 2 3 4 5

If your call was placed after hours, how was the response time? 1 2 3 4 5

Did we fulfill the commitments made to you on the initial call? 1 2 3 4 5

Comments: _____

**D
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G**

Please rate our technical staff on the following:

Promptness? 1 2 3 4 5

Upon arrival, was the CSI technician well prepared? 1 2 3 4 5

Knowledge of equipment? 1 2 3 4 5

Communication with you? 1 2 3 4 5

Cleanliness? 1 2 3 4 5

Technician's overall service? 1 2 3 4 5

Additional Comments: _____

**A
F
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R**

Were your service needs handled in a professional & timely manner? Yes No

Was the invoice you received clear , concise and prompt? Yes No

Did CSI satisfy all commitments made to you? Yes No

Would you refer CSI to other companies? Yes No

Are there any other services you would like to see CSI offer? Yes No

If yes, what would you suggest? _____

Additional Comments: _____

Thank you for participating in this survey. Your candid evaluation of CSI is invaluable and much appreciated. We are always looking to exceed your expectations of CSI and look respect your opinions and suggestions.

Please provide us with the following information.

Thank you!

Date: _____

Company Name: _____

Address: _____

Telephone: _____

Fax: _____

Person Completing Survey: _____

CSI Work Order Number: _____

CSI Service Technician: _____

CSI Follow-up by: _____

Commercial Services, Inc.

18405 Edison Ave.

Chesterfield, MO 63005

Telephone: 636 519-7000

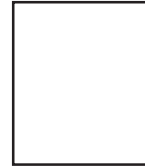
800 777-8689

Fax: 636 519-7997

www.csistolouis.com



Commercial Services, Inc.
18405 Edison Ave.
Chesterfield, MO 63005



- Refrigeration
- Cooking Equipment
- A/C & Heating
- Ice Machines



**Please Let Us
Know How
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So We May
Better Serve
You.....**

**Commercial Services Inc.,
would like to offer you a **CSI**
\$25.00 gift certificate toward
your next service call when
you complete our survey and
return it to us!**