



5402 Tower Road
Tallahassee, FL 32303
(850) 562-3132

www.bensonshvac.com

BENSON'S Wants to know:

Your experience with Benson's is important to us. From the first time you call our offices until the work at your home is completed, communication is the key. Benson's wants to know that we're serving you at the highest level of quality possible. We truly value your comments and suggestions, as they help us to improve every day, as well as aid us in giving praise where it is due. If any areas of our service or products need improvement, please, tell us!

The Benson's family wants you to know how much we appreciate you, our valued customer. Thank you for allowing us to be your family's comfort connection.

Best wishes to you and yours,

Benson

"Service is our Strong Point! Quality is our Best Point!"

YOUR OPINION MATTERS

Dear Valued Customer:

It is our desire to do the job right the first time. We often wish that we could put ourselves on the other side of the call and look at our service and people from your point of view. That's why we would appreciate you taking time to tell us how we are doing.

We want to know how we rate with you—where we are doing a good job and where there is room for improvement. Your opinions are very important in helping us make sure our service continues to be to your complete satisfaction. That is why, when you return this Response Card, you will be entered in a drawing to win a dinner for two (valued at \$75) on us!

It is a pleasure to serve you, and I look forward to hearing from you soon.

Respectfully,
Benson T. Green

Please rate us on the service we performed for you:

	Excellent	Good	Average	Poor
• Technician's demeanor:	4	3	2	1
• Technician's promptness:	4	3	2	1
• Office support and courtesy:	4	3	2	1
• Overall satisfaction with service call:	4	3	2	1
• Would you like to be added to our seasonal newsletter mailing list?		YES	NO	

Name: _____

Address: _____

City/State/Zip: _____

Daytime Phone: _____

Email Address: _____

Your Comments: _____



5402 Tower Road
Tallahassee, FL 32303
(850) 562-3132

www.bensonshvac.com