

# CUSTOMER SATISFICATION SURVEY

At Fire Alarm Houston we are committed to providing exceptional customer service and the highest quality work for our customers. We ask that you take a minute to fill out the following survey so we can continue to ensure our standards are being met.

PLEASE RATE US ON A SCALE OF 1 TO 10.	POOR	EXCELLENT
1. Was our staff friendly and courteous throughout the duration of the work?	1 2 3 4 5 6 7 8 9 10	
2. Did we communicate project details, time-schedule, etc. clearly to you?	1 2 3 4 5 6 7 8 9 10	
3. Did we install fire equipment to yours and AHJ satisfaction?	1 2 3 4 5 6 7 8 9 10	
4. How satisfied are you with the total process of the sales and Installation?	1 2 3 4 5 6 7 8 9 10	
5. How likely are you to refer Fire Alarm Houston to other business owners, friends or colleagues?	1 2 3 4 5 6 7 8 9 10	

## Additional Comments & Concerns

Do you have any additional comments, or suggestion you would like to share?

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Yes, Fire Alarm Houston may use this testimonial on their website and/or promotional material.

\_\_\_\_\_ Please Initial

To Take This Survey Online, please visit [www.FireAlarmHouston.com](http://www.FireAlarmHouston.com) and Click on the Customer Survey tab