

Customer Survey

Thank you for giving us the opportunity to work with you on your piping needs. You are the Center of our Universe and we want to keep you there! To help us with that, we're asking for five minutes of your time to complete this brief survey. Please help us maintain our high standard of quality service by answering the following questions.

Project Description:

Date Completed:

How are/were you greeted on the telephone?

Excellent Good Fair Poor

How would you rate the attitude and professionalism of our work crews?

Excellent Good Fair Poor

Additional Comments:

How would you rate the safety work habits of our crew?

Excellent Good Fair Poor

Additional Comments:

How would you rate the cleanliness of your facility or the job-site following our work crew's departure?

Excellent Good Fair Poor

Additional Comments:

Were we responsive to your needs...

Before the job?

Yes No*

During the job?

Yes No*

After the job?

Yes No*

***If you answered "NO" to the questions above, please explain:**

Did we make any promises that were not kept?

Yes* No

***If you answered "YES" to the question above, please explain:**

Service Charge was:

Not a factor
 Reasonable
 Unreasonable

Were you pleased with the quality of our work?

Yes No*

Did the completed project meet your expectations?

Yes No*

Would you consider us for future projects? Yes Maybe No*

Would you recommend Piping Systems, Inc. to a colleague? Yes Maybe No*

*If you answered "NO" to any of the questions above, please explain:

On a scale of 1 to 10, with 1 being lousy and 10 being awesome, how would you rate our overall performance?

What prompted you to call Piping Systems, Inc.?
 Repeat Customer
 Referral from someone
 Special promotion
 Website
 Other

If other, please describe:

If you were referred by someone else, please provide the name and company name if applicable:

Do you have an immediate need within the next 12 months for any of the following services?
If yes, check those services that apply.

- Process Piping
- HVAC (Hydronic Heat)
- Fire Protection/Sprinkler Systems including modifying and upgrading existing systems
- Fire sprinkler system inspection contract
- Certified back flow preventer testing, repair and installation
- Plumbing, domestic water
- High Pressure Gas piping; design and installation
- ASME Code "S" Stamp welding
- National Board "R" Stamp repair for high pressure steam systems and equipment
- Mechanical systems, installation and/or repair

If yes, please describe the nature of the work and estimated time frame:

Your Name:

Phone Number:

Email:

Would you be willing to give us a testimonial?

Yes No

Comments and/or Testimonial:

May we use your name as a reference?

Yes No

Submit Your Survey Results

We thank you for taking the time to fill out our customer survey. Please mail your completed form to:

Piping Systems, Inc.
32 Mill St.
P.O. Box 409
Assonet, MA 02702

If you have any questions, please call (508) 644-2221.