



YCC - Franklin NC

11/30/16

Franklin, NC
Statesville, NC
N Myrtle Beach, SC

800.677.4350

Security/Fire

Camera/Video

Access Control

Telephony

Phone Systems

IT Security

Data Wiring

AV/Sound

Thank you for welcoming SMS (Smoky Mountain Systems) into your home or business. Our goal is to provide you with the best service. Your feedback is extremely important to us. We would appreciate your feedback on our latest visit. Please help us to serve you better by filling out the following survey and then returning it with your payment.

- | | <u>YES</u> | <u>NO</u> |
|---|-------------------------------------|--------------------------|
| 1. Were you present during our most recent visit? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 2. Did our technicians introduce themselves? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 3. Were our technicians courteous? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 4. Did our technicians act in a professional manner? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 5. Did our technicians explain the work being performed? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 6. Did our technicians clean up after the job was finished? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 7. Did our technicians show you the work that was done? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 8. Did our technicians test your system before they left? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 9. Did we perform our service to your specifications? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 10. Did the technician ask if you had any questions/concerns about your security system? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 11. Would you recommend us to your friends, family and neighbors? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 12. Please give us any suggestions you might have so we may better serve you in the future: | | |

We were very pleased with the service and would recommend you to anyone. Special thanks to Chad & Mark for getting us up & running so quick.

We sincerely appreciate your business!

Thank you,
Your Friends at SMS

