



TELEPHONE • SECURITY • DATA • SOUND

B.H. 10/17/15  
Franklin

Thank you for welcoming 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.

- 1st TIME YES*
- |   | <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: |                                     |                          |
- 2ND TIME MY SISTER WAS.*

*You Guys were GREAT!!*

*Thank you!*  
*BH*

We sincerely appreciate your business!  
Thank you,  
Your Friends at Smoky Mountain Systems