



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? | ___ | ___ |
| 2. Did our technicians introduce themselves? | ___ | ___ |
| 3. Were our technicians courteous? | ___ | ___ |
| 4. Did our technicians act in a professional manner? | ___ | ___ |
| 5. Did our technicians explain the work being performed? | ___ | ___ |
| 6. Did our technicians clean up after the job was finished? | ___ | ___ |
| 7. Did our technicians show you the work that was done? | ___ | ___ |
| 8. Did our technicians test your system before they left? | ___ | ___ |
| 9. Did we perform our service to your specifications? | ___ | ___ |
| 10. Did the technician ask if you had any questions/concerns about your security system? | ___ | ___ |
| 11. Would you recommend us to your friends, family and neighbors? | ___ | ___ |
| 12. Please give us any suggestions you might have so we may better serve you in the | | |

future: I wanted to send you a quick note to let you know that the crew has represented your company well! They have done an outstanding job for us! They are professional, respectful and are very prideful in the work they do. I know you probably already knew this, but it never hurts to hear the positives of how good people are.

MB- Wilkesboro NC

We sincerely appreciate your business!

**Thank you,
Your Friends at SMS**



