



DENILLO HEATING & COOLING, INC.  
3627 BROWNSVILLE ROAD  
PGH., PA. 15227

"The Only GUY To Call"

412-885-2356

FAX 412-885-2884

### THANK YOU FOR YOUR BUSINESS!

Being in the HVAC Service Business, We understand the importance of having customers that are "More Than Satisfied", and we strive to achieve that goal. At Denillo Heating & Cooling, Inc., we have found that the best way for us to learn how to achieve this goal, is by asking you, our customer, your opinion.

Customer Name Carol Loy

Address 604 Carolina Dr Oakdale, Pa 15071

1. Was the initial Contact with our Office prompt and helpful?

Very Satisfied                       Acceptable                       Not Acceptable

2. Were our installers courteous and professional?

Very Satisfied                       Acceptable                       Not Acceptable

3. Did the installers clean up after completing the job?

Very Satisfied                       Acceptable                       Not Acceptable

4. Was the operation of your new Equipment explained to you?

Very Satisfied                       Acceptable                       Not Acceptable

5. Would you recommend Denillo Heating & Cooling, Inc., to a relative or a friend?

Yes     No

6. May we use your name as a reference for future customers?

Yes     No

7. Please provide us with any additional comments: Guy has been my  
No. 1 person friend all that. I know  
that he will always be there when I have a  
**THANK YOU FOR HELPING US TO BETTER SERVICE YOU** problem.

*Great guy in my book*