[Company name]

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HVAC technician customer feedback form

A short form that gets honest answers - trade-specific questions, not generic ones.

Customer	[Name]
Job reference	[Job ref]
Date of work	[Date]

Your experience

Question	Answer / rating
Is the system heating / cooling as expected?	
Were you shown the controller settings and filter access?	
Was the work area left clean and tidy?	
How would you rate the overall service? (1–5)	
Would you use us again or recommend us?	

Comments

[Anything else you would like to tell us]

Contact (optional)

Phone	[Phone]
Email	[Email]