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Exhibit A SAMPLE HAPPY CALL

Date _____

Time _____

Technician(s) _____

Customer _____

Call Initiated By _____

"Mr. or Mrs. (name) this is (name) with (company) and I'm phoning to make certain you are totally pleased with our service. May I quickly ask a few questions?"

Was our response time good? _____

Was our technician(s) courteous? _____

Did our technician(s) clean up when finished? _____

Did our technician(s) answer any questions or concerns? _____

Did our technician(s) explain the operation? _____

Is there anything you would like to share that would further improve our service? _____

"Thank you for your time. Your business is very much appreciated."