

Contractor: \_\_\_\_\_ Reference Name: \_\_\_\_\_

Interview Date: \_\_\_\_\_ Reference Phone Number: \_\_\_\_\_

1. What job did the contractor do for you?

\_\_\_\_\_

2. When was the job completed?

\_\_\_\_\_

3. How did you hear about them?

\_\_\_\_\_

4. Did you consider any other contractors before you hired this one?  Yes  No

If Yes, why did you choose this contractor?

\_\_\_\_\_

\_\_\_\_\_

**Please rate the following:**

	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Excellent</b>
5. They took pride in their work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. They were easy to work with.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. They were punctual.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. They kept the job site clean.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. They cleaned up & removed the old furnace & trash.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Safety was a priority.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. The job was done on time & on budget.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. They answered all my questions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. They taught me how to use my new furnace.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. There are no problems with the furnace or installation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. They resolved problems satisfactorily.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. I got good value for the money I spent.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. I am happy with my new furnace & its installation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. Did they provide you with a written quote?     Yes     No

19. Did they provide you with written warranties?     Yes     No

20. Would you use them again?     Yes     No

21. What advice do you have for working well with this contractor?

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