

David Martin

Post Office Box 11387 Green Bay, Wisconsin 54307 920-490-3104 david@hjmartin.com

11/22/15

Dear Ken & Ama,

I was very ingressed with Dan for technician. Attemph I was not there whom he serviced the house, he called, communicated well and let me know what was done after completion. His service was great.

Nowls again,

Thank you for the wellest service and freehold strained to me friends. Join & Juin Hayles Hayles

S15802 Unce Job Down.
S15802 Yhours



looking ist the thank you for Menow why my husband A M A. Sheat Hopel Diest Soming Thanks again

American Heroes: Then & Now...

John H Heezen

Jos kind fan de mente De kens de skende de skein de skein

in Matri Veey

B13762



HEATING & AIR CONDITIONING
710 Lombardi Avenue • Green Bay, WI 54304
(920) 494-5952 • FAX: 494-1469
www.amaheating.com

Thanks EOR The Quiet Response

Invoice #: S77537
Invoice Date: 06/21/16

TIM BRENNAN 819 N LOCUST ST GREEN BAY WI 54303 Re: Service Performed At

TIM BRENNAN

819 N LOCUST ST GREEN BAY WI 54303

Site # : 10687-001

Acct # : 10687

BATCH:

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Karen (and	reale	\$ 2	Red of the
Collins - 3345	CH	and i	uckles	t one of
77	burk an	nut &	and b. U	B = Bix
	of the services	That I	hat a	bake to be
		ne	m	

W.O. Date | Call Slip # | P.O. # | Salesman | Terms | Contract # | DUE |

DESCRIPTION

Reported by: Kathy

Trouble Code: RES - RESIDENTIAL CALL

Relight pilot for gas fireplace.

Cleaned pilot assembly and lit the pilot. Cycled and checked operation of the fireplace.

05/16/16

1 SUPR R/T

1.00 HRS @ 82.00

82.00

Do Lour of,

William

LABOR

82.00

TAX

4.10

TOTAL \$

86.10

DUE UPON RECEIPT. PLEASE PAY FROM THIS INVOICE, NO STATEMENT WILL BE SENT. Visit us on the web at www.amaheating.com
Follow us on Facebook!

As required by the Wisconsin construction lien law, Ama notifies you that persons or companies performing, furnishing, or procuring labor, services, materials, plans, or specifications for the construction on owner's land may have lien rights on owner's land and buildings if not paid. Those entitled to lien rights, in addition to Ama, are those who contract directly with the owner or those who give the owner notice within 60 days after they first perform, furnish, or procure labor, services, materials, plans or specifications for the construction. Accordingly, owner may receive notices from those who perform, furnish, or procure labor, services, materials, plans, or specifications for the construction, and should give a copy of each notice received to the mortgage lender, if any. Ama agrees to cooperate with the owner and the owner's lender, if any, to see that all potential lien claimants are duly paid.

	CALL SLIP #: _ CALL DATE: _	108219 3-4-16		
	CUSTOMER:	Blohowiak		
us to serve our o	customers in the	most professiona	ets and services. In I manner possible, ing to the following	I would like
(1) Being	not satisfied	up to (5) Bein	g very satisified	
A. Was the quali	ty of our technic	cian's workmansh	ip up to your exped	ctations?
1	2	3	4	5
B. Was the techn	nician's work are	ea left neat, clean	and orderly?	
1	2	3	4	5
C. Was the techr	nician's appeara	nce neat and profe	essional?	
1	2	3	4	(5)
D. Was our tech	ınician capable,	knowledgeable an	d on time?	
1	2	3	4	5
our company	y to a friend or n	eighbor as a place WITH	would you recomme to do business? RESERVATION n your company is:	
If you would be indiscounts please of	terested in sharin	g your e-mail addre	ess for future coupor	ns or
And	Customer Signatu) Tre	3-10-16 Date	_



710 Lombardi Ave Fax: 920-494-1469

Customer Survey

JOB#	
16-0024	

Service Performed At:

PITNEY, BOYD 739 S QUINCY ST **GREEN BAY WI 54301** Invoiced To: #: 1092

PITNEY, BOYD 739 S QUINCY ST **GREEN BAY WI 54301**

Invoice	#: J9892		Inv Date:	02/25	5/16	Site #: 10923-001
our	customer	rs in the m lease rate	most profess our perform	sional ma mance acc	anner p cording	ucts. In order for us to serve possible, I would like your g to the following scale: ing very satisfied.
Α.	Was the	quality of	our techn	ician's v	workman	nship up to your expectations?
		(5)	4	3	2	1
В.	Was the	technician	ı's work are	ea left n	neat, c	clean, and orderly?
		5	4	3	2	1
C.	Was the	technician	ı's appearar	nce neat	and pr	rofessional?
		(5)	4	3	2	1
D.	Was our	technician	capable, k	knowledge	eable a	and on time?
		(5)	4	3	2	1
E.	Based on company	your inte to a frien (Yes)	nd or neighb N	bor as a	place	ian, would you recommend our to do business? Reservation)
F.	The one	thing I wo	uld like to	see you	ı impro	ove in your company is:
٤	Excel	The second second second second	Omer Signat	iure Thi	- 3 is	3-1-2016 Date a huge



710 Lombardi Ave INC. Green Bay, WI 54304 Fax: 920-494-1469

Customer Survey

JOB#	
16-0042	

Service Performed At:

GRIFFIN, TRUDI 2586 PRESTWICK PL **GREEN BAY WI 54313** Invoiced To: #: 1094

GRIFFIN, TRUDI 2586 PRESTWICK PL **GREEN BAY WI 54313**

Invoice	#:	J99	01			Inv Da	te:	03/08/16		Site #:	1094	5-001	
our	cu nio	stom	er:	s in 1 ease m	the m	ost pro our per	fessiona formance	our prod I manner according to (5) b	possibl ng to th	e, I wo e follo	uld li wing s	ke you	
Α.	Wa	s th	ie d	qualit	ty of	our te	chnician	ı's workm	anship u	p to yo	ur exp	ectati	ons?
				5)	4	3	2	1				
В.	Wa	s th	e ·	techn	ician	's work	area le	ft neat,	clean,	and ord	erly?		
•				(5		4	3	2	1				
C.	Wa	s th	e ·	techn	ician	's appe	arance n	eat and	professi	onal?			
				(5	>	4	3	2	1				
D.	Wa	s ou	ır ·	techn	ician	capabl	e, knowl	edgeable	and on	time?			
				(5		4	3	2	1				
E.								ır techni ıs a plac				mend c	our
				1	(es)		(No)	(Wit	h Reserv	ation)			
F.	Th	e or	10	thing	I wo	uld lik	e to see	you imp	rove in	your co	mpany	is:	
	. <u> </u>												
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		/	/		Cust	1	gnature	Commence of the contract of th	<u>4/1</u>	// <i>\</i> te			
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w -	ne	ed.	no	men	al.	He he	ped u	iable i	nform	ration	abo	nt d	ed mee Vice+ u
nal	The	1	N	ay !	WAC	- Wods	ks in	ct. He	gave	us g	reat	ad	vice+ u
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eyor	nd	- m	na	peed bir dati	sea on	sure They	The ever	ness i	vere of	lone i	ugi ust	ven	t above Der als Ents gr horise



710 Lombardi Ave Fax: 920-494-1469

Customer Survey

JOB#	
16-0050	

Service Performed At:

RENTMASTER, GLORIA 1801 SAHARA DR **GREEN BAY WI 54304**

Invoiced To: #: 1095

RENTMASTER, GLORIA 1801 SAHARA DR **GREEN BAY WI 54304**

							for us to serve
						ssible, I wou to the follow	
			THE RESERVE THE PARTY OF THE PA			g very satisf	
Α.	Was the	quality o	f our techn	ician's v	vorkmans	hip up to you	r expectations?
		(5)	4	3	2	1	
В.	Was the	technicia	n's work ar	ea left r	neat, cl	ean, and orde	rly?
		(5)	4	3	2	1	
С.	Was the	technicia	n's appeara	ince neat	and pro	fessional?	
		5	4	3	2	1	
D.	Was our	technicia	n capable,	know1edge	eable an	d on time?	
		(5)	4	3	2	1	
E.						n, would you	
	company	to a frie	nd or neigh	ibor as a	prace t	o do business	
		(Yes)	(No)	(With R	deservation)	
-	The	4 h 3 m m - 7	mila Tales de			e in your com	
Г.	Un.	did a	supers	112/	and	el don't	
	then	k you	could	do m	iore	Than	of You
	A constant work	. 0 2			ones vinctores		/
		Glori	a Kentin	rester	_	3/21/16	
		Cus	tomer Signa	iture		Date	



710 Lombardi Ave

Customer Survey

JOB#	
16-0041	

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Serv	000	100	O PROPERTY.	00	A 4
- N - I - I - I		4-16		1-10-1	- 41

NEUSER, KEN 501 S LANGLADE CT **GREEN BAY WI 54301** Invoiced To: #: 2793

NEUSER, KEN 501 S LANGLADE CT **GREEN BAY WI 54301**

our	cus inion	tomer	rs in the lease rate	most profe our perfe	essional ormance a	manner po	ets. In order ossible, I wou to the following very satisf	ing scale:
Α.	Was	the	quality o	f our tech	nnician's	workmans	ship up to you	r expectations?
			5	4	3	2	1	
В.	Was	the	technicia	n's work a	area left	neat, cl	lean, and orde	rly?
			5	4	3	2	1	
C.	Was	the	technicia	n's appear	ance nea	t and pro	ofessional?	
			(5)	4	3	2	1	
D.	Was	our	technicia	n capable	, knowled	geable ar	nd on time?	
			(5)	4	3	2	1	
Ε.							an, would you to do business	
			(Ves)	(1)	No)	(With F	Reservation)	
F.	The	one Jew eve	pet of	ould like and low the low the low the lower sign	ark fran	ou improv	gwyd yd gwyd Gwelen Gwelen 3/1//6	pany is: welver eximination
			/ 003	comor orgi	id cui o		Date/	

	CALL SLIP #: CALL DATE: _				
Thank you for y us to serve our	our recent purc customers in th	hase of ou e most pro	ar produc ofessiona	cts and services. In order al manner possible, I wou ling to the following scale	for ld like
(1) Being	g not satisfied	up to	(5) Bein	ng very satisified	
A. Was the qual	ity of our techn	ician's woı	rkmansh	ip up to your expectation	.s?
1	2		3	4	(5)
B. Was the tech	nician's work aı	ea left nea	at, clean	and orderly?	
1	2		3	4	5
C. Was the tech	nician's appeara	ance neat	and prof	essional?	
1	2		3	4	(5)
D. Was our tech	hnician capable	, knowledę	geable ar	nd on time?	,
1	2		3	4	(3)
E. Based on your compan	ur interaction w y to a friend or	ith our teo neighbor a	chnician as a plac	, would you recommend e to do business?	
YES	NO		WITH	RESERVATION	
F. The one thin	g I would like to	see you i	mprove i	n your company is:	
If you would be in discounts please	nterested in shari	ng your e-r		ess for future coupons or	
	Customer Signat	ure		4/7/16	

	SLIP #: <u>/083</u> DATE: <u>3-/</u> 7	376		
	OMER: Quig	ley		
Thank you for your rece us to serve our custome your opinion. Please rate (1) Being not sati	ers in the most pr te our performan	ofessional manne ce according to th	er possible, I value following s	would like
A. Was the quality of ou	r technician's wo	rkmanship up to	your expecta	itions?
1	2	3	4	5
B. Was the technician's	work area left ne	at, clean and ord	erly?	
1	2	3	4	5
C. Was the technician's	appearance neat	and professional	?	
1	2	3	4	5
D. Was our technician	capable, knowled	geable and on tim	ne?	
1	2	3	4	5
E. Based on your intera our company to a fri				nd
YES	NO	WITH RESER		
F. The one thing I would Did a Very good from the Should Should If you would be interested discounts please do so: Custom	od 1.6-/	ata In and	La Coro	rest time he eciate you not chunging Full Nate Second time

(CALL SLIP #:/	08392		
	CALL DATE:			
(CUSTOMER:	remes		
us to serve our cu your opinion. Plea	stomers in the mase rate our perfe	nost professional ormance accordin	s and services. In omanner possible, Ing to the following s	would like
(1) Being n	ot satisfied u	p to (5) Being	very satisified	b
A. Was the quality	of our technicia	n's workmanship	up to your expecta	ations?
1	2	3	4	
B. Was the technic	cian's work area	left neat, clean a	nd orderly?	
1	2	3	4	(5)
C. Was the technic	cian's appearanc	e neat and profes	ssional?	ž
1	2	3	4	(5)
D. Was our techn	ician capable, kr	nowledgeable and	l on time?	
1	2	3	4	(5)
		our technician, v ghbor as a place	would you recomme to do business?	il beer
YES	NO	WITH 1	RESERVATION	1 hoursell
F. The one thing	I would like to se	e you improve in	your company is:	Dewice
If you would be inte	_	your e-mail addres	ss for future coupons	every time
	nute Banes Customer Signature	J	<u>4-4-16</u> Date	DON'T LIKE NEW ENVEIRE

	CALL SLIP #: _ CALL DATE: _	3-22-16	· -	
	CUSTOMER: _	Kardoskee	,	
us to serve our cı	astomers in the	e most profession	acts and services. al manner possibl ding to the followi	le, I would like
(1) Being r	not satisfied	up to (5) Bei	ng very satisified	
A. Was the qualit	y of our technic	cian's workmansl	nip up to your exp	ectations?
1	2	3	4	5
B. Was the techni	ician's work ar	ea left neat, clean	and orderly?	
1	2	3	4	5
C. Was the techni	ician's appeara	nce neat and pro	fessional?	
1	2	3	4	5
D. Was our techr	nician capable,	knowledgeable as	nd on time?	
1	2	3	4	5
E. Based on your our company	interaction wi to a friend or n	neighbor as a plac	e, would you reconce to do business? RESERVATION	nmend
F. The one thing	I would like to	see vou improve	in your company	ie.
Your J the offic	tage is	alway to the	s xeag!	From Class!
i you would be inte liscounts please do	erested in sharing so:	ng your e-mail addı	cess for future coup	ons or
Ma	Customer Signatu	Laskee.	<u>4-7-16.</u> Date	



710 Lombardi Ave HEATING & AIR CONDITIONING Phone: 920-494-5952 Fax: 920-494-1469

Customer Survey

JOB#	
16-0076	

Service Performed At:

SOTEBEER, DENNIS 1669 FOREST GLEN DR **GREEN BAY WI 54304**

Invoiced To: #: 8282

SOTEBEER, DENNIS 1669 FOREST GLEN DR **GREEN BAY WI 54304**

	rate our perfo ot satisfied a	ormance a and up to	according 5 (5) beir	to the follow ng very satisf	ring scale: ied.
A. Was the quali		hnician's 3	workmans 2	ship up to you	r expectations?
B. Was the techn				lean, and orde	rly?
5	4	3	2	1	
C. Was the techn	ician's appea	rance nea	at and pro	ofessional?	
5	4	3	2	1	
D. Was our techn	ician capable	, knowled	lgeable ar	nd on time?	
5	4	3	2	1	
(0	friend or neig	ghbor as No)	a place t	to do business Reservation)	?
F. The one thing	I would like	to see y	ou improv	e in your com	pany is:
					Maria Carantes de la composition della compositi
	Customer Sign	Solch nature	eel -	Date	2016
Shape	J Da	4 0	vere	promp	t, neat
and stille	, a al	mer	WOV	N ONC	easy

	CALL SLIP #: CALL DATE:	4-12			
	CUSTOMER:	Philly	25		
us to serve our c	ustomers in th	ie most pi	rofessiona	cts and services. In or al manner possible, I w ling to the following sc	ould like
(1) Being	not satisfied	up to	(5) Bein	ng very satisified	
A. Was the qualit	ty of our techn	ician's wo	orkmansh	nip up to your expectat	ions?
1	2		3	4	(5)
B. Was the techn	ician's work a	rea left ne	eat, clean	and orderly?	
1	2		3	4	(5)
C. Was the techn	ician's appear	ance neat	t and pro	fessional?	
1	2		3	4	(5)
D. Was our tech	nician capable	, knowled	dgeable a	nd on time?	
1	2		3	4	(5)
				, would you recommente to do business?	nd
YES	NO		WITH	RESERVATION	
				in your company is:	*
Brian	Was ar	en be	repeat	Customers!	
If you would be in		ing your e	-mail addı	ress for future coupons o	or
discounts please d		7.11	0	1 1	
Hall	Customer Signa	helle	Jes	5/3/2016	

	CALL SLIP #: _ CALL DATE:	3-28-16		
	CUSTOMER: _		·	
us to serve our o	customers in the	ase of our produc most professiona rformance accord	l manner possible	I would like
(1) Being	not satisfied	up to (5) Bein	g very satisified	
A. Was the quali	ty of our technic	ian's workmanshi	p up to your expe	ctations?
1	2	3	4	5
B. Was the techr	nician's work are	ea left neat, clean a	and orderly?	
1	2	3	4	5
C. Was the techr	nician's appearan	nce neat and profe	essional?	
1	2	3	4	5
D. Was our tech	nician capable,	knowledgeable an	d on time?	
1	2	3	4	5
E. Based on you our company	r interaction wit to a friend or n	h our technician, eighbor as a place	would you recom to do business?	nend
YES	NO	WITH	RESERVATION	
F. The one thing	I would like to s	see you improve in	your company is	:
If you would be int discounts please d	terested in sharin o so:	g your e-mail addre	ss for future coupor	ns or
	Suscen Dels Customer Signatus		Date	_



710 Lombardi Ave

Customer Survey

JOB#	
16-0033	

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	ervi	THE RESERVE OF THE PERSON NAMED IN	10 P	_	-		$\Lambda +$
		TOTAL BOOK		GFAI	B C S T	* T A	,

LENTZ, RICHARD **521 FOURTH ST GREEN BAY WI 54304** Invoiced To: #:8983

LENTZ, RICHARD **521 FOURTH ST GREEN BAY WI 54304**

	nion	. P1	ease rate	our perfo	ormance a	ccording	ssible, I wou to the follow g very satisf	ving scale:
Α.	Was	the	quality o	f our tech	nnician's	workmans	hip up to you	ur expectations?
			((5)	4	3	2	1	
В.	Was	the	technicia	n's work a	area left	neat, cl	ean, and orde	erly?
			(5)	4	3	2	1	
C.	Was	the	technicia	n's appear	rance nea	t and pro	ofessional?	
			5	4	3	2	1	
D.	Was	our	technicia	n capable	, knowled	lgeable ar	nd on time?	
			5	4	3	2	1	
Ε.				nd or neig	ghbor as	a place t	an, would you to do business Reservation)	recommend our s?
F.	The	one	ever	tomer Sig	400	you improv	from pour constant pour pour pour pour pour pour pour pour	npany is:

	CALL SLIP #: 10 CALL DATE: CUSTOMER: PA	4-5-16		
us to serve our co your opinion. Ple	ur recent purchase ustomers in the more ase rate our performation of the satisfied up	st professional mance accordin	manner possible, ng to the following	I would like
1	y of our technician' 2	s workmansnip	up to your exped	stations?
B. Was the techn	ician's work area le	ft neat, clean a	nd orderly?	
1	2	3	4	(5)
C. Was the techn	ician's appearance	neat and profes	ssional?	
1	2	3	4	(5)
D. Was our tech	nician capable, kno	wledgeable and	on time?	
1	2	3	4	(5)
our company YES	r interaction with or to a friend or neigh NO I would like to see	nbor as a place t	to do business? RESERVATION	

discounts please d	erested in sharing yo o so: Customer Signature			

SERVICE DEPARTMENT CUSTOMER SURVEY FORM

	CALL DATE:	108669		
	CUSTOMER:			
	COSTOMER			
us to serve our c	ustomers in the	ase of our products most professional r formance accordin	manner possible,	I would like
(1) Being	not satisfied	up to (5) Being	very satisified	
A. Was the qualit	y of our technic	an's workmanship	up to your expec	tations?
1	2	3	4	(5)
B. Was the techn	ician's work are	a left neat, clean ar	nd orderly?	
1	2	3	4	(5)
C. Was the techn	ician's appearan	ice neat and profes	sional?	
1	2	3	4	(5)
D. Was our tech	nician capable, l	knowledgeable and	on time?	
1	2	3	4	(5)
-		h our technician, w eighbor as a place t	•	nend
YES	NO	WITH R	RESERVATION	
Λ		see you improve in		Ken his face personable
Knowledgable	, self confide	at, he apprecia	ites the ABC.	n his tace, personable, apprenticeship program,
	erested in sharing	g your e-mail addres		- 1 le
discounts please d	0 80:			
_ Hon	Customer Signatur	re	5-12-16 Date	-

train

	LL SLIP #: LL DATE:	08699 5/19/16		
CU	STOMER:	Jacobe		
Thank you for your rous to serve our custo your opinion. Please	mers in the r	nost professiona	al manner possible,	I would like
(1) Being not s	satisfied u	p to (5) Beir	ng very satisified	
A. Was the quality of	our technicia	an's workmansh	ip up to your exped	ctations?
1	2	3	4	5
B. Was the technician	n's work area	left neat, clean	and orderly?	
1	2	3	4	(5)
C. Was the technician	n's appearan	ce neat and prof	essional?	
1	2	3	4	5
D. Was our technicia	an capable, k	nowledgeable aı	nd on time?	
1	2	3	4	5
E. Based on your into our company to a			, would you recomme to do business?	mend
YES	NO	WITH	RESERVATION	
F. The one thing I we				: Jank you do my chock you
109 Ceptsononi	ing one)	e gerant of	2 Nathan to	do my chock yo
If you would be interes discounts please do so:		your e-mail addr	ress for future coupo	ns or
Mane 40	tomer Signature	<u> </u>	06-01-16 Date	_

	CALL SLIP #: CALL DATE:							
	CUSTOMER:	Brick						
Thank you for your recent purchase of our products and services. In order for us to serve our customers in the most professional manner possible, I would like your opinion. Please rate our performance according to the following scale:								
(1) Being	not satisfied	up to	(5) Bei	ng very satisified				
A. Was the quality of our technician's workmanship up to your expectations?								
1	2		3	4	(5)			
B. Was the technician's work area left neat, clean and orderly?								
1	2		3	4	(5)			
C. Was the technician's appearance neat and professional?								
1	2		3	4	5			
D. Was our technician capable, knowledgeable and on time?								
1	2		3	4	5			
E. Based on your interaction with our technician, would you recommend our company to a friend or neighbor as a place to do business?								
YES	NO		WITH	RESERVATION				
F. The one thing I would like to see you improve in your company is:								
If you would be interested in sharing your e-mail address for future coupons or discounts please do so:								
Novin R Brill Customer Signature 6/10/16 Date								