



Happy Call Form – CSR

Customer Information

Customer Name: _____

Job Number: _____

Job Type: _____

Job Start Date: _____

Service Address: _____

Email: _____

Phone Number: _____

Opening Script

Hello, Mr./Mrs. _____,

This is _____ with Cal's Plumbing. I am calling about _____ visit to your home today/yesterday. I would like to ask a quick question if you have a minute.

On a scale of 1–10, with 10 being amazing, how would you rate the level of service on our recent visit to your home?

Customer Rating (Circle One)

1 2 3 4 5 6 | 7 8 | 9 10

Red = 1–6

Yellow = 7–8



Green = 9–10

If Rating is 1–6 (Red)

Say:

I am really sorry to hear that was your experience. That is not like our technician at all. I want to make sure your concern is addressed. What can we do to make this right in your eyes?

Customer Response:

If Rating is 7–8 (Yellow)

Say:

I appreciate your feedback. What could we have done to make that rating one or two points higher?

Customer Response:



If Rating is 9–10 (Green)

Say:

Thank you for that vote of confidence. We love hearing this from customers like you. Is there any feedback you would like me to pass on to the technician?

Customer Feedback:

Follow Up Questions

Ask any **two** questions

- Did the technician arrive in uniform and appear professional?
- Did the technician walk through the issue with you before starting work?
- Did they explain your options and answer your questions?
- Was the job completed to your satisfaction?
- Was the work area left clean and orderly?
- Would you feel confident recommending us to a friend or neighbor?

Notes:



Google Review

If the customer had something positive to say, ask them to leave a Google Review for Cal's Plumbing.

I asked for a review

I did not ask