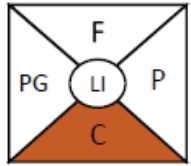


Customer Service Feedback



Facility Name	Crew	Comments	Follow up needed	Followed up (Yes or No)
THE QUAD	LOCK SHOP	The card reader still beeps when opening. Perhaps there is another issue at hand?	Y	Y
J. DAVIS ARMISTEAD	PEST CONTRL	1. I never met the technician even though I provided contact info. 2. I have no idea if the trap will catch the rodent. 3. Work order co...	Y	Y
CHANCELLORS RESIDENCE WORTHAM	HVAC		N	N
BAYOU OAKS APARTMENTS	GEN_MAINT	The work order is not complete the bathroom light is still not working.	Y	Y
HEALTH 1	LOCK SHOP	My workorder was marked as completed but the card swipe still does not work. I am not able to open the door with card.	Y	Y
CC	BMS	Seemed to take a while before someone showed up to check on this. Not sure about anything else, since I was not in when they did show up...	Y	Y
SCI. & ENG. RESEARCH CENTER	RESEARCH	The leaking problem is still there. I have no idea how the status turned to ???completed@ ??? while nothing is resolved.	Y	Y
LEROY AND LUCILE MELCHER HALL	LOCK SHOP	This is the second time in a week that this issue has been marked as complete. The card reader is not fixed. Please fix the problem befo...	Y	Y
GENERAL SERVICES BUILDING	HVAC	There is still no air flow to this room, I would like someone to come a explain to me why. I have put in 3 work orders and nothing is fi...	Y	Y
BAYOU OAKS APARTMENTS	GEN_MAINT	There???'s no sign a technician even came here. The problem is still occurring and the dripping from the ceiling is incessant. One can???'...	Y	Y
MAX KROST HALL	ELEVATOR	Martin and Carl came in right away to fix the problem so we could have the movers continue to move the law library out to the new law bu...	N	N
GENERAL SERVICES BUILDING	MOVES & EV	great work!	N	N
GRADUATE SCHOOL OF SOCIAL WORK	CUSTODIAL	Thank you!	N	N
GRADUATE SCHOOL OF SOCIAL WORK	CUSTODIAL	Thank you!	N	N
SCIENCE AND RESEARCH 1	RESEARCH	Thank you!	N	N
ISABEL C. CAMERON	GEN_MAINT	Thank you for your quick response and great customer service during pick up. Go Coogs!	N	N
CENTRAL PLANT	PLANT	I would like to applaud Karl Keilbach electrical shop for wiring the motors & controls working with the Power Plant crew (installation) ...	N	N
SCI. & ENG. RESEARCH CENTER	GEN_MAINT		N	N
FRED J. HEYNE	BMS	Great job. Work was performed promptly and well.	N	N
HEALTH 2	RESEARCH		N	N
HUMAN RESOURCES CENTER	ELECTRICAL		N	N
HEALTH 1	LOCK SHOP	Great Job!	N	N
EZEKIEL W CULLEN	BMS	Joe Brown did a fantastic job fixing the problem.	N	N
AGNES ARNOLD HALL	GEN_MAINT		N	N
CULLEN COLL OF ENGINEERING 1	ELECTRICAL		N	N
COASTAL CTR. LABORATORY	GEN_MAINT		N	N
SCIENCE AND RESEARCH 1	RESEARCH	Thank you.	N	N
C. W.MITCHELL CTR.FOR THE ARTS	GEN_MAINT	Thank you for your quick response. The fix seems to be working, will let you know if another leak occurs.	N	N
ALBERT AND MAMIE GEORGE BLDG.	LOCK SHOP	Thanks much to the Lock Shop for the support on this request	N	N
ALBERT AND MAMIE GEORGE BLDG.	GEN_SUGR		N	N
M. D. ANDERSON LIBRARY	GEN_MAINT	Very quick response from Custodial and then facilities. Thanks for handling this so well.	N	N
M. D. ANDERSON LIBRARY	CUSTODIAL	Thank you for responding so quickly to a very serious situation that was taking place. Appreciate as always.	N	N
SCI. & ENG. RESEARCH CENTER	RESEARCH		N	N
AGNES ARNOLD HALL	BMS		N	N
SCI. & ENG. RESEARCH CENTER	ELECTRICAL		N	N