

ABACUS CONSTRUCTION LTD

26 JAN 2017

Dear Mr & Mrs R [REDACTED]

Abacus  
main

Job No. JB003SG

Re: [REDACTED] WELLINGTON

We have now completed the work at your property. In order for Abacus to assess our level of customer satisfaction could we ask you to complete the following questionnaire and return it to us?

- 1. Was response to the request for a quotation prompt? poor          excellent  
Comments
- 2. Was the quotation easy to follow and as discussed with yourself? poor          excellent  
Comments
- 3. How did Abacus quotation compare with others £ FAVOURABLE
- 4. Did workers turn up on agreed days/times? poor          excellent  
Comments
- 5. Were the workers polite and helpful? poor          excellent  
Comments
- 6. Was the work completed according to the quotation? poor          excellent  
Comments
- 7. Was any extra work not covered in the quotation discussed with yourself prior to being done and was it a fair price? N/A poor          excellent  
Comments
- 8. Did anything go wrong whilst work was being done and how efficiently was this overcome by Abacus? NO poor          excellent  
Comments
- 9. Was the work completed to your satisfaction? YES poor          excellent  
Comments
- 10. Was the site left clean and tidy? poor          excellent  
Comments

Please enter Site Foreman's name..... STEVE

11. Are there any other services Abacus can provide or would you like a quote?

- Roofing    Fencing    Scaffolding    Brickwork    Carpentry    Drainage    Stonework    Gutters
- Septic Tanks    Treatment Plants    Block Paving    Driveways & Patios    Tarmacing    Drop kerbs    Landscaping
- Groundworks    Plant Hire    Lorry Hire

Please tick any of the above boxes that you would like somebody to contact you about.

Have you any comments that you could give us to help us improve our service. Please use back of form.