

Driveways

Dear Mr & Mrs H [redacted]

Job No. JG3851

Re: FRONT DRIVE, [redacted], TAUNTON

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 *Very quick with quote.*
- 2. Was the quotation easy to follow and as discussed with yourself? poor excellent
Comments *Very easy*
- 3. How did Abacus quotation compare with others £ *Very friendly, also gave ideas on the layout of drive way*
- 4. Did workers turn up on agreed days/times? poor excellent
Comments *Yes*
- 5. Were the workers polite and helpful? poor excellent
Comments *very helpful & polite.*
- 6. Was the work completed according to the quotation? poor excellent
Comments *Yes*
- 7. Was any extra work not covered in the quotation discussed with yourself prior to being done and was it a fair price? poor excellent
Comments *Had extra work done & at a fair price.*
- 8. Did anything go wrong whilst work was being done and how efficiently was this overcome by Abacus? poor excellent
Comments *All went to plan.*
- 9. Was the work completed to your satisfaction? poor excellent
Comments *Yes very much so*
- 10. Was the site left clean and tidy? poor excellent
Comments *Yes all tidied.*

Please enter Site Foreman's name.....*Darren*.....

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.

We may in the future need to replace garage roof, and also patio in back garden - we will tel. when the time comes.

We would like some advice about block paving cleaning.