

Paving & Drive ways

5 MAR 2012

Dear Mr & Mrs M

Job No. JG4085

Re: SOUTH PETHERTON

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 YES

2. Was the quotation easy to follow and as discussed with yourself?

poor            excellent

Comments YES

3. How did Abacus quotation compare with others

A realistic & competitive price £

4. Did workers turn up on agreed days/times?

poor            excellent

Comments YES.

5. Were the workers polite and helpful?

poor            excellent

Comments Very polite & helpful at all times.

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 No none.

8. Did anything go wrong whilst work was being done

and how efficiently was this overcome by Abacus?

poor            excellent

Comments All went very smoothly & to plan.

9. Was the work completed to your satisfaction?

poor            excellent

Comments We are both very satisfied with the end result.

10. Was the site left clean and tidy?

poor            excellent

Comments YES. Each day any rubble or mess was completely cleared before Darren & Mike left.

Please enter Site Foreman's name... DARREN

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

Not at the moment thank you.