

ABACUS CONSTRUCTION LTD

Dear Mr Munro-Chick

Job No. JG5760

Re: 19 Lewis Road

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 N/A          excellent  
Comments
- 3. How did Abacus quotation compare with others £N/A
- 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 N/A  
Comments
- 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
- 8. Did anything go wrong whilst work was being done and how efficiently was this overcome by Abacus? poor           excellent  
Comments
- 9. Was the work completed to your satisfaction? poor           excellent  
Comments
- 10. Was the site left clean and tidy? poor           excellent  
Comments

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

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 cannot thank Simon enough for finding the time to help us finish the kitchen.