

**Name\*:** karen goodland

**Email\*:** Email address supplied

**Job Number:**

**1. Was response to the request for a quotation prompt? :** 10

**Comments:** Very good

**2. Was the quotation easy to follow and as discussed with yourself?:** 10

**Comments:** Exactly what was asked

**3. How did Abacus quotation compare with others:** Only quote we had

**4. Did workers turn up on agreed days/times? :** 10

**Comments:** Always informed if there were delays

**5. Were the workers polite and helpful? :** 10

**Comments:** Many different workers. All polite and helpful

**6. Was the work completed according to the quotation? :** 10

**Comments:** Earlier than expected

**7. Was any extra work not covered in the quotation discussed with yourself prior to being done and was it a fair price? :**

**Comments:** N/a

**8. Did anything go wrong whilst work was being done and how efficiently was this overcome by Abacus? :**

**Comments:** N/a

**9. Was the work completed to your satisfaction? :** 10

**Comments:** No complaints

**10. Was the site left clean and tidy? :** 10

**Comments:** Always clean and tidy when workers left

**Please enter Site Foreman's name::** Don't know name but all pleasant

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

**Have you any comments that you could give us to help us improve our service?:** No comments to improve. Just to say that everything was completed well and communication was very good.