

defencing

ABACUS CONSTRUCTION LTD

Dear Mr & Mrs B [REDACTED] Job No. JB005SG

08 FEB 2012

Re: [REDACTED]

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 *AFTER A VERY QUICK RESPONSE TO OUR REQUEST FOR A VISIT, WE HAD TO REMIND YOU FOR THE QUOTATION*
- 2. Was the quotation easy to follow and as discussed with yourself? poor
 excellent
 Comments *WE HAD TO TELEPHONE TO CONFIRM DETAILS AS THE QUOTATION WAS NOT VERY DETAILED*
- 3. How did Abacus quotation compare with others £ *N/A*
- 4. Did workers turn up on agreed days/times? poor
 excellent
 Comments *NO COMPLAINTS HERE!*
- 5. Were the workers polite and helpful? poor excellent
 Comments *YES, VERY*
- 6. Was the work completed according to the quotation? poor
 excellent
 Comments *WE GOT WHAT WE REQUIRE) ALTHOUGH THE WRITTEN QUOTATION COULD HAVE BEEN MORE DETAILED)*
- 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 *N/A*
- 8. Did anything go wrong whilst work was being done and how efficiently was this overcome by Abacus? poor
 excellent
 Comments *NOTHING WENT WRONG*

210

9. Was the work completed to your satisfaction? poor excellent

Comments *MANAGED TO AVOID DAMAGING MOST PLANTS*

10. Was the site left clean and tidy? poor excellent

Comments *NOT BAD BUT COULD HAVE BEEN BETTER*

Please enter Site Foreman's name..... *NOT KNOWN*

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

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.

THE TWO WORKERS (FATHER/SON) APPLIED THEMSELVES DILIGENTLY AND WERE CHEERFUL AND PLEASANT AT ALL TIMES.