

12 MAY 2011 ABACUS CONSTRUCTION LTD

Fencing

Dear Mr & Mrs W

Job No. JG3916

Re: NEW PUMP, HILLFARRENCE,

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          excellent  
Comments
- 3. How did Abacus quotation compare with others £ —
- 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          excellent  
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 Temporary pump failed - within 24 hours permanent pump was in place
- 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..... DARRIN .....

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.

Thank you for prompt attention to our difficulties when Septic tank failed. This was very much appreciated.