

ABACUS CONSTRUCTION LTD

Driving & Driveways

Dear Mr & Mrs B [redacted]

Job No. JG4052

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?
Comments poor excellent
- 2. Was the quotation easy to follow and as discussed with yourself?
Comments poor excellent
- 3. How did Abacus quotation compare with others £ *NONE*
- 4. Did workers turn up on agreed days/times?
Comments poor excellent
- 5. Were the workers polite and helpful?
Comments poor excellent
- 6. Was the work completed according to the quotation?
Comments poor excellent
- 7. Was any extra work not covered in the quotation discussed with yourself prior to being done and was it a fair price?
Comments poor excellent
- 8. Did anything go wrong whilst work was being done and how efficiently was this overcome by Abacus?
Comments poor excellent
- 9. Was the work completed to your satisfaction?
Comments poor excellent
- 10. Was the site left clean and tidy?
Comments poor excellent

Please enter Site Foreman's name..... *? Doug*.....

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.