**ABACUS CONSTRUCTION LTD**

Paving & Driveways

15 MAR 2012

Dear Mr & Mrs M[redacted] Job No. JG4085

**Re:** [redacted] **SOUTH PETHERTON**

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 YES

2. Was the quotation easy to follow and as discussed with yourself? poor □ □ □ □ □ □ □ □ □ □ (excellent)

Comments YES

3. How did Abacus quotation compare with others £—

A realistic & competitive price

4. Did workers turn up on agreed days/times? poor □ □ □ □ □ □ □ □ □ □

(excellent)

Comments YES.

5. Were the workers polite and helpful? poor □ □ □ □ □ □ □ □ □ □ (excellent)

Comments Very polite & helpful at all times.

6. Was the work completed according to the quotation? poor □ □ □ □ □ □ □ □ □ □ excellent

Comments YES

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 No none.

8. Did anything go wrong whilst work was being done and how efficiently was this overcome by Abacus? poor □ □ □ □ □ □ □ □ □ □ (excellent)

Comments All went very smoothly & to plan.

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

Comments We are both very satisfied with the end result.

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

Comments

YES. Each day any rubble or mess was completely cleared before Darren & Mike left.

Please enter Site Foreman's name... (DARREN)

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

Not at the moment thankyou.