

02 JUL 2017

ABACUS CONSTRUCTION LTD

Dear Mr & Mrs Sandy

Job No. JG6160

Re: RAINBOW CREST, CHURCHSTANTON, TA3 7PU

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 *£ more expensive but worth the extra for an excellent job*
- 4. Did workers turn up on agreed days/times? poor           excellent  
Comments *always Pleased re times.*
- 5. Were the workers polite and helpful? poor           excellent  
Comments *Extremely*
- 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? *N/A* poor           excellent  
Comments
- 8. Did anything go wrong whilst work was being done and how efficiently was this overcome by Abacus? poor           excellent  
Comments *paving slabs broken, advised immediately and repaired when work completed*
- 9. Was the work completed to your satisfaction? poor           excellent  
Comments
- 10. Was the site left clean and tidy? poor           excellent  
Comments *every day*

Please enter Site Foreman's name.....

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.

*If and when we require any further work we wouldn't hesitate in contacting ABACUS and we wouldn't hesitate to recommend you to others.*