

26 MAR 2011

Paving & Driveways

Dear Mr B [redacted]

Job No. KG2947

Re: [redacted] COMEYTROWE ROD, [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
- 2. Was the quotation easy to follow and as discussed with yourself? poor excellent
Comments
- 3. How did Abacus quotation compare with others £ N/A
- 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 *Re assembly of downpipe for rainwater from the roof - junction element assembled the wrong way around initially.*
- 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..... *Damen*

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.

P.T.O.

Dear Abacus,

We are very pleased with your conversion of our small terraced frontage from garden to block paved/tarmaced vehicle hard standing.

Despite being a relatively small scale project we have been impressed with the work carried out, and from quotation to completion it's clear that you provide an excellent service.

Thanks once again.

Yours sincerely

Andrew & Deb Brown.