

Customer Satisfaction Questionnaire

Client name: DAVIES.

Address: LA JOYAS, LOS LOMAS DEL MARZUELO CWB

Quotation No.: 72/15 Type of work carried out: MOSQUITO BUNDS

The following questions can be answered by ticking the appropriate box, on a scale where 5 = excellent, 4 = good, 3 = average, 2 = not very good and 1 = very poor.

1. How satisfied are you with the quality of our products?
 5 4 3 2 1

2. How was the overall quality of our service until the finalization of the building project?
 5 4 3 2 1

3. How punctual were our workmen?
 5 4 3 2 1

4. How polite and friendly were they?
 5 4 3 2 1

5. How clean and tidy did they leave their work site at the end of each day?
 5 4 3 2 1

6. If you had concerns during the course of the work being carried out, how well do you consider we addressed them? N/A
 5 4 3 2 1

7. Was there one particular member of our team who you found to be outstanding in his/her overall manner, presentation and professionalism with the work?
 If so, who was it?

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8. We would like to invite you to share any ideas you may have for how we can improve our service to our clients. In your opinion, what more should we do?

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