

Dear Sir/Madam

Continual improvements to our Customer Service is an integral part of our Company, we would therefore appreciate if you could find time to complete the Questionnaire below to ensure that the standard of professionalism and the general working conduct of our employees is kept to the highest standard.

Please ticks the most appropriate column - please feel free to include any of your own comments.

Survey, Quick Quote, Estimate & Report:

- | | | | | |
|----|---|---|-------------------------------|-------------------------------|
| 1) | Did you find your initial contact with our Company helpful & courteous? | <input checked="" type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Poor |
| 2) | Were all your relevant questions answered? | <input checked="" type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Poor |
| 3) | Was the survey carried out & report received promptly? | <input checked="" type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Poor |
| 4) | Did we keep to our appointments & arrive on time? | <input checked="" type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Poor |
| 5) | Did you find the contents of the quick quote and main report clear & concise? | <input checked="" type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Poor |
| 6) | Was their sufficient detail within the quick quote and main report? | <input checked="" type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Poor |
| 7) | Did you find the statement of account a useful item for your account? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | |

Comments: *Excellent all round*

THE CONTRACT

- | | | | | |
|----|---|---|-------------------------------|-------------------------------|
| 1) | Was the appearance of the workmen to your satisfaction? | <input checked="" type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Poor |
| 2) | Were the workmen professional & courteous at all times? | <input checked="" type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Poor |
| 3) | Did we leave the site as clean as you expected? <i>BETTER!</i> | <input checked="" type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Poor |
| 4) | Where you happy with the subcontractors used on your project? | <input checked="" type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Poor |
| 5) | Do you feel the arrival & departure times constituted a full days work? | <input checked="" type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Poor |
| 6) | Has the work been completed to your satisfaction? <i>EXCELLENT</i> | <input checked="" type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Poor |

Comments:
*- EXTREMELY HIGH QUALITY WORK
- OTHER CONTRACTORS WHO HAVE BEEN IN SINCE COMMENT SO TOO
- WOULD HIGHLY RECOMMEND TO FAMILY + FRIENDS*

Where did you find our name?

- Yellow Pages Recommendations Existing Client Other—please state _____

Have you any other comments or ideas on how Chestergate could improve their service to you?
*CARRY ON DOING WHAT YOU ARE DOING
IT'S EXCELLENT! MANY MANY THANKS.*