**How did we do?**

**Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| For each of the following statements, please check the appropriate box. | Strongly Agree | Agree | Neither agree nor disagree | Disagree | Strongly Disagree | N/A |
| 1. Your company arrived as scheduled |  |  |  |  |  |  |
| 2. The tradesman’s appearance could have been better |  |  |  |  |  |  |
| 3. The tradesman’s attitude on the job was pleasant |  |  |  |  |  |  |
| 4. I had to do additional clean up after the tradesman left |  |  |  |  |  |  |
| 5. Your company attended the job within a reasonable time after the initial booking? |  |  |  |  |  |  |
| 6. My initial call was dealt with in a professional manner |  |  |  |  |  |  |
| 7. The representative was informative according to my requirements |  |  |  |  |  |  |
| 8. I was satisfied with the workmanship |  |  |  |  |  |  |
| 9. I would refer your company to a friend or colleague |  |  |  |  |  |  |
| 10. I would use your services again |  |  |  |  |  |  |

* **Were there any aspects of the job that were especially outstanding?**
* **Were there any aspects of the job that were especially disappointing?**
* **We welcome any other suggestions you have to offer/ final comments**
* **Are you happy for us to use your comments in our ongoing promotional material? Yes** **No** 

***Thank you for your assistance. This feedback helps us keep in touch with customer requirements and assists us in ensuring quality workmanship at all times.***

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Type** | **Business** | **Private** | **Gov't** | **Other** |  |  |
|  |  |  |  |  |  |
| **Age Range:** | **18-25** | **26-35** | **36-45** | **46-55** | **56-65** | **65+** |
|  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Where did you hear about us?** | Dealt with you before | | |  |  |  |
|  | Yellow Pages | | |  |  |  |
|  | Internet | | |  |  |  |
|  | Referred to you | | |  |  |  |
|  | Newspaper | | |  |  |  |
|  | Other | | |  |  |  |