

Main Contractor: Morgan Ashurst
 Project Name: Weyham School
 Person Completing Form: K. WADLEY
 Contact Tel No: 07813056630

Customer Satisfaction Form

As a valued customer of CPM Ltd, it would be of tremendous benefit to us if you could complete this form to provide feedback as to your opinion of our company and the service you have received. This is particularly important to us, as your comments will enable us to identify any areas that may need improvement. We appreciate your time and look forward to hearing from you.

Please rate our service by marking the relevant box, 1 being Poor, 5 being Excellent.

	1	2	3	4	5
Original Enquiry					
Was our quotation/proposal received on time?				✓	
Was our quotation detailed enough?			✓		
Project Management					
How well was the project managed overall?				✓	
Were our tradesmen courteous and helpful?				✓	
Were all tradesmen well presented?				✓	
How do you rate communication with our company throughout the project duration?					✓
Quality of Product/Service					
How well do you rate the quality of finish?				✓	
Was the quality of products used to your satisfaction?			✓		
Was the job completed as per your specification?				✓	
Health & Safety					
Did our tradesmen wear correct PPE?			✓		
Did our tradesmen use the correct tools/plant for the project?				✓	
Were all site Health & Safety regulations adhered to?				✓	
Overall Opinion					
Overall rating on service received				✓	
Would you be happy to use our service again?	Yes - Please tick		No - Please tick		
Any Other Comments?	Reliable service as always. Site managed the process from start to finish in a professional manner.				

