



Butlers Barn
 Holborn Grange
 Weston Road
 Upton Grey

Project Name: 6 Monroe Drive
 Main Contractor: Feltham Construction
 Date: 28th April 2014
 Completed by: Malcolm Brown
 Contact Tel No: 01635 277100

Tel: 01256-861395

Fax: 01256-861396
 enquiries@cpmltd.org.uk

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 a little feedback as to your opinion of our company and the service you have received. This is particularly important to us, as your feedback will enable us to identify any areas that may need improvement.

Please complete this form and either post it to the address above or fax it to us on (01256) 861396.

We appreciate your time and value your honesty.

Please rate our service by marking the relevant box, 1 being Poor, 4 being Excellent.

| | 1 | 2 | 3 | 4 |
|--|---|---|---|---|
| Original Enquiry | | | | |
| Was our quotation/proposal received on time? | | | | X |
| How competitive was our price? | | | | X |
| Was our quotation detailed enough? | | | | X |
| Project Management | | | | |
| How well was the project managed overall? | | | | X |
| Were our tradesmen courteous and helpful? | | | | X |
| Were all tradesmen well presented? | | | | X |
| How do you rate communication with our company ? | | | | X |
| Quality of Product/Service | | | | |
| How well do you rate the quality of finish? | | | | X |
| Was the quality of products used to your satisfaction? | | | | X |
| Was the job completed as per your specification? | | | | X |
| Health & Safety | | | | |
| Did tradesmen wear correct PPE? | | | | X |
| Did tradesmen use the correct tools/plant for the project? | | | | X |
| Were all site Health & Safety regulations adhered to? | | | | X |
| Overall Opinion | | | | X |
| Overall rating on service received | | | | X |
| Would you be happy to use our services again ? | | | | X |

