



CROWTHORNE PROPERTY MAINTENANCE LTD

Butlers Barn  
 Holborn Grange  
 Weston Road  
 Upton Grey  
 Hants RG25 2RH

Main Contractor: BAM Construction Ltd  
 Project Name: Tamesis 1, Egham  
 Completed by: Mike Dowling  
 Contact Tel No: 01727-894200

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 fax to (01256) 861396 or email to LeeWaters@cpmltd.org.uk.

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 |
|--|---|---|---|---|
| <b>Original Enquiry</b>                                    |   |   |   |   |
| Was our quotation/proposal received on time ?              |   |   | x |   |
| Was our quotation competitive ?                            |   |   | x |   |
| Was our quotation detailed enough ?                        |   |   | x |   |
| <b>Project Management</b>                                  |   |   |   |   |
| 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 |   |
| <b>Quality of Product/Service</b>                          |   |   |   |   |
| 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 |   |   |
| <b>Health &amp; Safety</b>                                 |   |   |   |   |
| 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 |   |
| <b>Overall Opinion</b>                                     |   |   |   |   |
| Overall rating on service received                         |   | x |   |   |
| Would you be happy to use our services again ?             |   |   | x |   |

