



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

Main Contractor: Mansell Construction Services  
 Project Name: New Labs, Eli Lilly  
 Completed by: Phil Mansfield  
 Contact Tel No: 01753-511651

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, 5 being Excellent.

	1	2	3	4	5
<b>Original Enquiry</b>					
Was our quotation/proposal received on time?					Yes
How competitive was our price?					yes
Was our quotation detailed enough?					yes
<b>Project Management</b>					
How well was the project managed overall?			yes		
Were our tradesmen courteous and helpful?				yes	
Were all tradesmen well presented?				yes	
How do you rate communication with our company ?				yes	
<b>Quality of Product/Service</b>					
How well do you rate the quality of finish?				yes	
Was the quality of products used to your satisfaction?					yes
Was the job completed as per your specification?					yes
<b>Health &amp; Safety</b>					
Did tradesmen wear correct PPE?				yes	
Did tradesmen use the correct tools/plant for the project?				yes	
Were all site Health & Safety regulations adhered to?				yes	
<b>Overall Opinion</b>					
Overall rating on service received				yes	
Would you be happy to use our services again ?				yes	

