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Tel: 01256-861395  
Tracey@cpmltd.org.uk

Main Contractor: BAM Construction  
CPM Job Number: C723  
Project Description: Internal Fitout of Level F Southampton Hospital  
Project Completion Date: June 2023  
Project Name: Southampton Phase 3  
Completed by: Ben Hatch, Assistant Site Manager  
Contact Tel No: 07901 112565

### 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 email to Tracey@cpmtd.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 |

