



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

Main Contractor: Knightsbrown Construction

CPM Job Number: C726

Project Description: Portsmouth Cruise Annex

Project Completion Date: April 2024

Project Name: Portsmouth International Port

Completed by: Steve Lambourne

Contact Tel No: 07870 894528

Tel: 01256-861395

Tracey@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 email to Tracey@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

