

HOME AND DRY CUSTOMER QUESTIONNAIRE

Customer Name:

Address:
.....
.....
.....

We are continually monitoring:-

Our customer satisfaction ratings to enable us to provide a high standard of service and quality workmanship, To ascertain as to whether we are meeting customer requirement If there are ways in which we can improve our standards.

We therefore would be grateful if you could take a few minutes to complete this questionnaire.

1. On the first visit to your property did our company representative show you some form of identification? YES / NO

2. Were they punctual, polite, respectful and informative as to the nature of the visit? YES / NO

3. Was the inspection and / or initial action works carried out against the damage to your property to your satisfaction? YES / NO

4. Was the agreed activity dates kept? YES / NO

5. What was your opinion of the attributes of the operatives that attended site to carry out the works?
(Please tick the appropriate box)

- | | | | |
|---|-------------------------------|---------------------------------------|-------------------------------|
| A) Politeness | <input type="checkbox"/> Good | <input type="checkbox"/> Satisfactory | <input type="checkbox"/> Poor |
| B) Personal tidiness | <input type="checkbox"/> Good | <input type="checkbox"/> Satisfactory | <input type="checkbox"/> Poor |
| C) Punctuality | <input type="checkbox"/> Good | <input type="checkbox"/> Satisfactory | <input type="checkbox"/> Poor |
| D) Tidiness on site whilst working and on leaving | <input type="checkbox"/> Good | <input type="checkbox"/> Satisfactory | <input type="checkbox"/> Poor |
| E) Quality of work | <input type="checkbox"/> Good | <input type="checkbox"/> Satisfactory | <input type="checkbox"/> Poor |

6. Was the work completed within the stated time? YES / NO

7. On telephoning our office, were our administrative and operational staff polite, helpful and efficient? YES / NO

Signed Date