

customer satisfaction questionnaire

Please can you take the time to complete our questionnaire on the works recently undertaken at your property. This will enable us to monitor all our jobs, making improvements where necessary.

Name :							Job No:				
Address:											
	CSBD Performance						Importance to You				
1 = Very Poor → 5 = Very Good	1	2	3	4	5		1	2	3	4	5
1) Was initial contact by CSBD done in a timely manner after contact by the adjuster?											
2) Punctuality:a) by Estimatorb) by Tradesmanc) others											
3) Were you kept informed of when work was going to be carried out?											
4) Quality of workmanship:a) by plasterersb) by carpentersc) by paintersd) others											
5) Was the work carried out to the agreed time scale?											
6) Were the various trades tidy:a) during the works?b) on completion of the works?											
7) If any problems occurred, how were they dealt with?											
8) Did you have any problems communicating with:a) the officeb) the Estimatorc) the Contracts Manager											
Additional Comments:											