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| **Customer** **Details:**  |  |

We make a serious commitment to customer satisfaction and are constantly looking at ways in which our products and services can be improved to the benefit of our customers. We would appreciate it if you could spend a few minutes completing questionnaire to help us to help you in the future.

Please complete the following tick sheet entering a ✓ where appropriate, the scoring system is as follows: 1 = poor 3 = average & 5 = excellent.

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| **Aspect of product/service provided:** | **1** | **2** | **3** | **4** | **5** |

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| **Ease of contacting our office** |  |  |  |  |  |
| **Response to your enquires** |  |  |  |  |  |
| **The Engineers explanation of the work required**  |  |  |  |  |  |
| **The Engineers explanation of any additional work required** |  |  |  |  |  |
| **Was our Engineer helpful/courteous/presentable?** |  |  |  |  |  |
| **Did the Engineer leave the work area clean and tidy?** |  |  |  |  |  |
| **Was there minimal disruption to trading?** |  |  |  |  |  |
| **Was the use of products/systems installed fully explained?** |  |  |  |  |  |
| **Invoicing accuracy** |  |  |  |  |  |
| **How well did we meet your needs?** |  |  |  |  |  |
| **Overall impression of our service**  |  |  |  |  |  |
| **Would you recommend us to others?** | Yes  |  | No |  |  |

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| Please use this space to add any comments on how you feel we could improve our services.  |

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| For office use only  |  |  |  |  |  |
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