

SERVICE & SOLUTIONS

In a constant attempt to improve customer service it would be very much appreciated if you could spare a little time in filling in and returning this form.

PLEASE BE HONEST.

Name: -.....
 Address:-.....
 Tel:-..... Mobile:-.....
 Date of works:-.....
 Work undertaken;-.....
 How did you hear about 'Service & Solutions:-.....

		Very Poor	Poor	Good	Very Good	Excellent
1	On first contact how did you find the person's attitude that you was speaking to?					
2	How did you find the time taken between first contact and first appointment?					
3	How did you find the time taken between first appointment and receiving your Estimate?					
4	How did you find the detail within the Estimate?					
5	How did you find the time taken between Estimate and start of work?					
6	How did you find the punctuality of the workers?					
7	How did you find the attitude of the workers?					
8	How did you find the efficiency of the workers?					
9	How did you find the quality of work?					
					Yes	No
10	Have you used 'SAS' on more than one occation?					
11	If you answered 'No' to no10, would you use 'SAS' again?					
12	Have you recommended 'SAS' to friends and family?					
13	If you answered 'No' to no12, would you recommend 'SAS' to friends and family?					
<u>Comments</u>						
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Thank you for answering these questions, and we look forward to working with you in the near future.