

JOB COMPLETION FEEDBACK FORM

JOB NO _____

Being committed to improvement, we'd like your feedback so we can close off the job as detailed on the Repair Order overleaf and know whether it was completed to your satisfaction. Please tick the boxes that apply and send the form back in the FREEPOST envelope (*you don't need a postage stamp*).

Thank you – your comments are valued.

- 1 Were you satisfied with the overall service provided? Very Satisfied Fairly Satisfied Neither Satisfied or Dissatisfied Fairly Dissatisfied Very Dissatisfied
- 2 Being able to make an appointment? Very Satisfied Fairly Satisfied Neither Satisfied or Dissatisfied Fairly Dissatisfied Very Dissatisfied
- 3 If you had an appointment for this repair, was it kept? Yes No
- 4 The repair being done 'right first time'? Yes No
- 5 The overall quality of the work? Very Satisfied Fairly Satisfied Neither Satisfied or Dissatisfied Fairly Dissatisfied Very Dissatisfied
- 6 The attitude of the workers? Very Satisfied Fairly Satisfied Neither Satisfied or Dissatisfied Fairly Dissatisfied Very Dissatisfied
- 7 Keeping dirt and mess to a minimum? Very Satisfied Fairly Satisfied Neither Satisfied or Dissatisfied Fairly Dissatisfied Very Dissatisfied

Complete these remaining 3 questions only if your job was for Major Works (e.g. a new kitchen or central heating fitted etc.)

- 8 Did you receive adequate notice of works beforehand? Yes No Not Applicable
- 9 Rate on the information provided beforehand to explain works to be carried out? Very Satisfied Fairly Satisfied Neither Satisfied or Dissatisfied Fairly Dissatisfied Very Dissatisfied
- 10 If job was for replacement fixtures (e.g. kitchen or bathroom) were you given a choice? Yes No Not Applicable