

Customer Satisfaction Questionnaire

Customer name: Mrs Louise Hofman

Post code: BD20 6SU

Job number: 5049662

We are committed to deliver exceptional levels of customer satisfaction and would be very grateful if you could spare a few minutes of your time to complete this survey. We are very interested to understand how you feel we performed. Your feedback will also enable us to continuously improve the service we're able to offer our customer in the in future.

1. Have your keys been returned to you?

☒ Yes	☐ No
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2. Have you paid your excess?

☒ Yes	☐ No	Amount: _____
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3. On a scale of 1 to 10 how strongly would you recommend the services of the **Builders** to your friends and family?

Extremely likely					Not at all likely				
10	9	8	7	6	5	4	3	2	1
☒	☐	☐	☐	☐	☐	☐	☐	☐	☐

4. On a scale of 1 to 10 how strongly would you recommend the services of **MA Assist** to your friends and family?

Extremely likely					Not at all likely				
10	9	8	7	6	5	4	3	2	1
☒	☐	☐	☐	☐	☐	☐	☐	☐	☐

Customer signature: Louise Hofman

Print name: LOUISE HOFMAN

Date: 11/2/16

Please tick the answer as appropriate

Question	Excellent	Very Good	Good	Fair	Poor
(1) How would you rate the overall level of service which you have received from the builders?	✓				
(2) How would you rate the length of time it took the builders to repair or replace your item(s)?			✓		
(3) How would you rate the quality of the repair / replacement item(s)?	✓				
(4) How would you rate the builders on their professionalism?		✓			
(5) How would you rate the builders for keeping you informed of the progress of your claim?		✓			
(6) How would you rate the respect shown to you and your property?	✓				

Please enter any additional comments regarding your experience of the service provided?

Ray (Plumber) and Stuart (Decorator)
 Both extremely considerate and conscientious
 workers.
 Friendly, reliable, clean and tidy.
 Thank you.