

Customer Feedback Survey

Short satisfaction survey to send after a job: six ratings, a recommend score from 0 to 10, what went well, what could be better and a call-back request.

1. The job

Filled in for the customer before it is sent.

Project

Filled in from the project in SiteSurvey.

Customer

Site

Job reference

Date *

Your name (optional)

2. How did we do?

One is poor, five is excellent.

Overall, how satisfied are you? (circle one (Poor to Excellent))

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Quality of the work (circle one (Poor to Excellent))

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Turning up and finishing when we said we would (circle one (Poor to Excellent))

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Keeping you informed (circle one (Poor to Excellent))

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Leaving the place clean and tidy (circle one (Poor to Excellent))

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Our people: polite, helpful and professional (circle one (Poor to Excellent))

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Average score out of 5 (if applicable; worked out automatically in the app)

How likely are you to recommend us, from 0 (not at all) to 10 (certain)?

If applicable: Thank you for telling us. Please say what went wrong on the next page so we can put it right.

3. In your own words

The most useful part.

What did we do well?

What could we do better?

Is anything about the job still not right?

☐ Yes ☐ No

What needs putting right? (if applicable)

Would you like us to call you?

☐ Yes ☐ No

Best number and time (if applicable)

May we quote your comments in our marketing?

☐ Yes ☐ No

How should we credit you? (if applicable)

For example your name and company, or initials only.
