



## CUSTOMER SATISFACTION SURVEY

DATE: CUSTOMER: LOCATION:

CUSTOMER CONTACT: PROJECT MANAGER :

SUPERVISOR :

PROJECT DESCRIPTION :

Please provide feedback to the following survey questions.

- 1) Did our crew arrive on time as scheduled on a daily basis?
- 2) How did our crew perform in complying with all safety regulations?
- 3) Please rate our effectiveness in communicating schedule changes and other jobsite activities.
- 4) Please rate our crew on meeting project schedule projections.
- 5) How would you rate job site cleanliness?
- 6) How would you rate our crew's appearance?
- 7) How would you rate our crew's attitude in regards to being prepared, responsive, and flexible?
- 8) Please rate how well we did providing a quality finished product?
- 9) How would you rate your overall satisfaction with the work we have performed?
- 10) Would you use our services again on future projects?
- 11) Would you recommend us to another individual within your company who may have a need for our services? If so, who?

ADDITIONAL COMMENTS OR SUGGESTIONS :

Name: