

YOUR REPAIRS SERVICE

We need your views. Please help us improve our service to you by sparing a few minutes to complete this questionnaire

Q1 Did the repairs operative keep to their appointment time? **Yes** **No**

Q2 Was the repairs operative who called:

Friendly? **Yes** **No**

Polite? **Yes** **No**

Wearing a uniform? **Yes** **No**

Helpful? **Yes** **No**

Q3 Did the repairs operative introduce him/herself by name? **Yes** **No**

And show their identity card? **Yes** **No**

Q4 Did the repairs operative leave the area in which he/she was working in a clean and tidy condition? **Yes** **No**

And clear away all the rubbish? **Yes** **No**

Q5 Overall, how satisfied or dissatisfied are you with the standard of this repair?

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

If you have any other comments please use this space

PARTNERS



Thank you for completing this questionnaire. Your views will help us to maintain and improve our repairs service to you, the customer.

Your signature

Address

Postcode

Job number