



## FEEDBACK QUESTIONNAIRE

YOUR NAME (OPTIONAL):

YOUR ADDRESS (OPTIONAL):

AT BEAUTIFUL BASEMENTS WE GIVE OURSELVES A SET OF STANDARDS TO WORK TOWARD. THEY ARE AS FOLLOWS:

### OUR STANDARDS

- WE GIVE OUR CUSTOMERS EXCELLENT VALUE FOR MONEY IN THE CHOICES THAT THEY MAKE
- WE INSIST UPON QUALITY ALL THE TIME
- WE BRING PROFESSIONALISM TO CONTRACTING THROUGH CLEAR PROCESSES AND SPECIFICATION
- WE RECOGNISE THAT THE CONSTRUCTION PROCESS IS AS IMPORTANT AS THE FINISHED PRODUCT - SO WE RESPECT OUR CLIENT'S ONGOING NEED TO OCCUPY THE WORK SITE
- WE DO NOT CUT CORNERS

Q1 HOW WELL WE ADHERED TO THESE BASIC PRINCIPLES?

Q2 DO YOU THINK THAT THE WORK WE DID FOR YOU REPRESENTED GOOD VALUE FOR MONEY?

NOT AT ALL\_\_\_\_\_ NOT REALLY\_\_\_\_\_ IT WAS OK\_\_\_\_\_

YES IT WAS VERY GOOD VALUE FOR MONEY\_\_\_\_\_

Q3 DO YOU THINK THAT WE GAVE YOU ENOUGH CHOICES THROUGHOUT THE DESIGN AND CONTRACT PROCESS?

NOT AT ALL\_\_\_\_\_ NOT REALLY\_\_\_\_\_ IT WAS OK\_\_\_\_\_

YES MANY CHOICES\_\_\_\_\_

Q4 HOW WAS THE QUALITY OF OUR WORK?

BAD\_\_\_\_\_ POOR\_\_\_\_\_ OK\_\_\_\_\_ GOOD\_\_\_\_\_ VERY GOOD\_\_\_\_\_

Q5 HOW PROFESSIONAL WERE WE IN THE CONTRACTUAL PROCESS, I.E., KEEPING YOU INFORMED OF PROJECT PROGRESS, DECISIONS, AND PAPERWORK?

UNPROFESSIONAL\_\_\_\_\_ POOR\_\_\_\_\_ OK\_\_\_\_\_ GOOD\_\_\_\_\_

Q6 HOW PROFESSIONAL WERE OUR OPERATIVES?

UNPROFESSIONAL\_\_\_\_\_ POOR\_\_\_\_\_ OK\_\_\_\_\_ GOOD\_\_\_\_\_

VERY PROFESSIONAL \_\_\_\_\_

Q7 HOW WELL DID WE DO IN KEEPING DISRUPTION TO A MINIMUM WHILE THE WORKS WERE GOING ON?

BADLY, - THE EXPERIENCE WAS HORRIBLE \_\_\_\_\_

POOR - HAVING YOU THERE WAS A PAIN \_\_\_\_\_

OK - IT WASN'T TOO BAD \_\_\_\_\_

DISRUPTION WAS MINIMAL \_\_\_\_\_

EXCELLENT -- VERY LITTLE DISRUPTION \_\_\_\_\_

Q8 DO YOU THINK WE CUT ANY CORNERS IN THE WORKS WE CARRIED OUT?

YES - PLEASE ADVISE:

No\_\_\_\_\_

Q9 IF THERE WAS ONE THING TO CRITICISE ABOUT THE QUALITY OF THE WORK WE DID FOR YOU, WHAT WOULD THAT BE? (IF THERE IS MORE PLEASE ADVISE).

Q10 IF THERE WAS ONE THING YOU COULD CHANGE ABOUT OUR PAPERWORK, LIAISON, TIMEKEEPING ETC., WHAT WOULD THAT BE?

Q11 IS THERE ANYTHING ELSE YOU WOULD LIKE TO ADD ABOUT OUR PRODUCT OR SERVICE?

Q12 DO WE HAVE YOUR PERMISSION TO USE YOU AS A REFEREE FOR FUTURE CUSTOMERS?

Yes\_\_\_\_\_ No\_\_\_\_\_

**THANK YOU FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE - WE REALLY DO VALUE THE COMMENTS YOU MAKE.**

**IF YOU LIKE THE WORK WE'VE CARRIED OUT FOR YOU, WE WOULD GREATLY APPRECIATE YOU TAKING THE TIME TO LEAVE FEEDBACK ON GOOGLE.**

**SEARCH FOR "BEAUTIFUL BASEMENTS LEICESTER" AND WRITE A REVIEW  
THANK YOU!**