



**MURRAY
MAINTENANCE
SERVICES**

232 South Road, MILE END SA 5031
 PH: (08) 8354 0500 FAX: (08) 8443 6012
 Email: contact@murraymaint.com.au

Date:

Client:

Job No:

Address:

Murray Maintenance Services are a Quality Assured Company and as part of our customer service program we have designed this feedback form to send to clients who have recently had our company attend their property to carry out repairs, alterations or maintenance.

We would very much appreciate it if you could take a few minutes to complete the questions below.

OFFICE STAFF:

| (Please tick the appropriate box) | Poor | Average | Excellent |
|-----------------------------------|------|---------|-----------|
| Punctuality of Estimator | | | |
| Presentation of Estimator | | | |
| Phone Manner of Office Staff | | | |
| Helpfulness of Office Staff | | | |

OFFICE PROCEDURES:

| (Please tick the appropriate box) | Poor | Average | Excellent |
|--|------|---------|-----------|
| Time it took for initial contact | | | |
| Keeping Client up to date on progress of job | | | |
| | | | |
| | | | |

TRADESPERSON:

| (Please tick the appropriate box) | Poor | Average | Excellent |
|-----------------------------------|------|---------|-----------|
| Punctuality | | | |
| Presentation (Uniform, ID) | | | |
| Being Courteous & Polite | | | |
| Workmanship Quality | | | |
| Cleanliness | | | |

GENERAL:

| (Please tick the appropriate box) | Yes | No |
|--|-----|----|
| Would you consider using Murray Maintenance in the future? | | |
| | | |
| | | |
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