

Customer Satisfaction Survey with Repairs Questions

Post Inspections

Q1. Were you happy with the way your enquiry was dealt with when you reported your repair - Y/N

Q2. Was the repair carried out to your satisfaction - Y/N

Q3. Did we keep your appointment - Y/N

Q4. Did the tradesman show their ID - Y/N

Q5. Did you find the tradesperson polite, friendly and helpful - Y/N

Q6. Was the work area left clean and tidy - Y/N

Q7. How would you rate the work that was carried out - 1-10

Q8. Do you have any comments (add in any comments as a result of a 'N' response)