

## Performance Survey

Hall Farm Office, Carleton St Peter, Norfolk, NR14 7BD

T: 01508 480461. VAT Reg No: 847 035 229 M: 07967 569015. General Inquires: greg@meolandscapes.co.uk Accounts: info@meolandscapes.co.uk www.meolandscapes.co.uk Meo Landscapes are committed to continuous improvement and we would very much value your thoughts about how we have performed. It would be of great help if you could kindly take a few moments to complete the enclosed questionnaire as truthfully as possible. **Customer Name:** Date: When you first contacted us, how would you rate our speed of response; (please tick) Excellent Acceptable Very Good Poor How would you rate our ability to answer any questions you had? (please tick) Excellent Acceptable Poor Very Good How did you find the speed of delivery of quotations and prices; Excellent Acceptable Very Good Poor How did you find the information delivered with the quotation? o Excellent Acceptable Very Good Poor How did you find the layout of the prices of the quote? Excellent Acceptable Very Good Poor



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- If there is any improvements we can make on our inquiry and quotation process:
- If you decided not to accept our contract what were the reason/s:
- How would you rate the attitude, helpfulness and cleanliness of everyone working on your garden:

ExcellentVery GoodAcceptablePoor

How do you rate on site communication:

ExcellentVery GoodAcceptablePoor

How do you rate our expertise and professionalism:

ExcellentVery GoodAcceptablePoor

How do you rate the standard of our work?

ExcellentVery GoodAcceptablePoor

- Would you be happy to recommend us to a friend or colleague?

  YES / NO
- Would you be happy to write a recommendation, if so this can be attached to this form, including
  any further notes regarding any part of our business that you feel can be improved or any other
  comments