

CUSTOMER SURVEY



Gas Servicing

Property ID: 24BSI001006

Survey ID: GS009

November 2010

On a scale of 1 to 10 (1 being very poor and 10 being very good), please score following questions. Please circle the score you agree with.



| | | Very poor | Poor | Average | Good | Very Good | | | | | |
|----|---|-----------|------|---------|------|-----------|---|---|---|---|----|
| 1 | How do you rate the arrangements made for the annual servicing of your gas appliances? | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 2 | How close to the agreed timescale was the work carried out? | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 3 | How well did the engineer explain their work whilst the service was being carried out? | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 4 | How do you rate the conduct of the engineer? | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 5 | How do you rate the care taken to protect your property during the service? E.g. clean and tidy | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 6 | How do you rate the condition your home was left after the servicing was completed? | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 7 | How do you rate the information left by the engineer (Gas Servicing Certificate)? | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 8 | How do you rate the quality of the completed work? | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 9 | How well did we respond to faults that occurred during or shortly after the work? | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 10 | How would you rate the annual 'Gas Servicing' service overall? | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

(Please turn over if you wish to provide comments about the service you have received)

Signature _____

Date of Birth _____

E-mail _____

Telephone No _____

Date _____

CUSTOMER NAME & ADDRESS

Enquiry ID: 1