

**BRIGGS AMASCO MAINTENANCE  
CUSTOMER SATISFACTION SURVEY 2016**

Contract	Employer
<b>EotF Roof Maintenance Works</b>	<b>McDonalds Restaurants Ltd</b>

CATEGORY	
<b>SAFETY PERFORMANCE:</b> please rate our safety performance and attitude on site with 5 being highest (e.g. proactive) and 1 being lowest (e.g.major infringement).	5
<i>Additional Comment</i>	Always prepared, excellent communication
<b>QUALITY OF WORK:</b> please rate the quality of our installation work on site with 5 being highest and 1 being lowest.	5
<i>Additional Comment</i>	Excellent
<b>PROGRAMME COMPLIANCE:</b> please rate how well we complied with our programme of works, with 5 being highest (e.g. prior to programme) and 1 being lowest (e.g.major delays)	5
<b>TECHNICAL EXPERTISE/PRODUCT KNOWLEDGE:</b> please rate our knowledge regarding specification and alternative products. 5 is highest, 1 is lowest.	5
<i>Additional Comment</i>	Great feedback and advice before, during and post works.
<b>COMMUNICATION AND ATTITUDE - MANAGEMENT:</b> please rate how well we communicated with yourselves and other personnel, with 5 being highest and 1 being lowest.	5
<b>COMMUNICATION AND ATTITUDE - SITE OPERATIVES:</b> please rate how well we communicated with yourselves and other site personnel, with 5 being highest and 1 being lowest.	4
<b>SUSTAINABILITY:</b> e.g. sustainable products, good waste management, energy savings, etc. 5 is highest and 1 is lowest	4
<b>WOULD YOU EMPLOY US AGAIN?:</b> 5 is highest (e.g. most definitely), 1 is lowest (e.g. not under any circumstances).	5