

**Document Name: Customer Satisfaction Questionnaire**

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CUSTOMER	Knight Piesold.					
PERSON COMPLETING FORM	Jan Bierman					
DESIGNATION OF PERSON	Resident Engineer					
DATE	14 March 2019					
SIGNATURE						
Ratings	1 = Excellent	2 = Good	3 = Average	4 = Poor	5 = Very Poor	6 = N/A

Kindly rate the following questions		Ratings
1	The quality of the end-product	2
2	The timeous delivery of the end-product	1
3	The meeting of customer requirements	2
4	Chavani's flexibility to accommodate specific customer requests	1
5	Chavani responding timeously to Customer requests	1
6	Display of technical expertise in delivering of service	2
7	Regular, clear and concise communication from Chavani Site Management Team to the customer	1
8	Overall level of service rendered by Chavani	2
9	Chavani's resolving conflict with the customer in a professional way	1
10	Chavani creating a safe work site	2
11	Recommending Chavani to other customers	2

**General Remarks or Suggestions:**

Kindly return the completed questionnaire to: [leon@chavani.co.za](mailto:leon@chavani.co.za)