



CLIENT SATISFACTION DOCUMENT

C.S.D.

Month: August

CLIENT: Leadbitter Construction

DATE: 10/09/12

CONTRACT: Ebbw Vale Learning Zone

CON No: BRI 170

WORKS PACKAGE: Partitions/Suspended Ceilings.

CLIENT SECTION: 1 – 4 Average  
 PLEASE USE A SCORE OF 1 – 10 FOR EACH SECTION: 5 – 7 Good  
 8 – 10 Very Good

NAME: Paul Thompson POSITION: Project Manager

GENERAL TASKS	COMMENTS	SCORE
SITE MANAGERS ON SITE ATTITUDE	Responsible and helpful	9
OPERATIVES ON SITE ATTITUDE	proactive	9
HEALTH & SAFETY	Good attitude towards H&S	9
KNOWLEDGE AND ABILITY	Very knowledgeable about their trade	9
PERFORMANCE		9
TIME KEEPING	Work a full day	9
MANAGED PROGRAMME	Work within programme and	9
QUALITY OF FINISHED WORKS	Produce good quality finish	9
PERFORMANCE OF M&P OFFICE	Very helpful	10

**THIS SECTION FOR CLIENTS COMMENTS ONLY:**  
 Would definitely work with again and ensure they are on future tenders

**THIS SECTION FOR M&P USE ONLY:**  
 NAME: P. Davies POSITION: Commercial Director DATE: 15-9-12

**RECOMMENDATIONS:** Hi Paul, MANY thanks for the above scores and comments, it has been a pleasure working with your good self and the team and hopefully we will work with you in the near future

DISTRUBUTION TO: Leadbitter - m+p main file

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