



**CLIENT SATISFACTION DOCUMENT**

**C.S.D.**

Month: **September**

**CLIENT:** Leadbitter Construction  
**CONTRACT:** G2V School Bridgend  
**WORKS PACKAGE:** SFS and Associated Works

**DATE:** 01/10/12  
**CON No:** BRI 186

<b>CLIENT SECTION:</b>		1 – 4 Average
<b>PLEASE USE A SCORE OF 1 – 10 FOR EACH SECTION:</b>		5 – 7 Good
		8 – 10 Very Good
<b>NAME:</b> Simon Burford	<b>POSITION:</b> Project Manager	
<b>GENERAL TASKS</b>	<b>COMMENTS</b>	<b>SCORE</b>
SITE MANAGERS ON SITE ATTITUDE	Proactive and very helpful	9
OPERATIVES ON SITE ATTITUDE	Good attitude and PPE	8
HEALTH & SAFETY	Good	8
KNOWLEDGE AND ABILITY	Good	8
PERFORMANCE	Very Good	9
TIME KEEPING	No Issues	8
MANAGED PROGRAMME	On Programme	8
QUALITY OF FINISHED WORKS	Very Good	8
PERFORMANCE OF M&P OFFICE	No Issues	7
<b>THIS SECTION FOR CLIENTS COMMENTS ONLY:</b>		
<b>THIS SECTION FOR M&amp;P USE ONLY:</b>		
<b>NAME:</b> Paul DAVIES	<b>POSITION:</b> Commercial DIRECTOR	<b>DATE:</b> 2-10-2012
<b>RECOMMENDATIONS:</b> Hi Simon, Many thanks for the above scores/comments, I will pass on to our site management and operatives with the aim to keeping up the good work.		
<b>DISTRUBUTION TO:</b> LEADBITTER - Main file		

Doc. No & Issue	Prepared by	Approved by	Date	Page
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