



**CLIENT SATISFACTION DOCUMENT**

**C.S.D.**

Month: **July 2012**

**CLIENT:** Leadbitter Construction  
**CONTRACT:** Penarth Learning Community School  
**WORKS PACKAGE:** SFS and Associated Works

**DATE:** 26/07/13  
**CON No:** MP034  
**PERIOD:** April to June 2013

<b>CLIENT SECTION:</b>		<b>1 - 4 Average</b>
<b>PLEASE USE A SCORE OF 1 - 10 FOR EACH SECTION:</b>		<b>5 - 7 Good</b>
		<b>8 - 10 Very Good</b>
<b>NAME:</b> Mike Baynham	<b>POSITION:</b> Project Manager	
<b>GENERAL TASKS</b>	<b>COMMENTS</b>	<b>SCORE</b>
SITE MANAGERS ON SITE ATTITUDE		10
OPERATIVES ON SITE ATTITUDE		10
HEALTH & SAFETY	Sometimes needs reminding to clean up areas and remove all rubbish to skips	8
KNOWLEDGE AND ABILITY		10
PERFORMANCE	Some time lost in middle of the programme but now on track to complete as required.	7
TIME KEEPING		10
MANAGED PROGRAMME	As above	7
QUALITY OF FINISHED WORKS		10
PERFORMANCE OF M&P OFFICE		10
<b><u>THIS SECTION FOR CLIENTS COMMENTS ONLY:</u></b>		
<b><u>THIS SECTION FOR M&amp;P USE ONLY:</u></b>		
<b>NAME:</b> Mike Baynham	<b>POSITION:</b> SPM	<b>DATE:</b> 300713
<b><u>RECOMMENDATIONS:</u></b> HI MIKE, MANY THANKS FOR THE ABOVE. RE: PROGRAMME - AS STATED WE ARE NOW ON PROGRAMME AFTER COMPLETING VARIOUS WINDOW/REVISED DRAWING ALTERATIONS		
<b>DISTRUBUTION TO:</b> LEADBITTER / MAIN FILE		

Doc. No & Issue	Prepared by	Approved by	Date	Page
M&P - REC - 15    2	Gareth Palmer	Mark Huntley	03/09/10	1