



J&S Construction Customer Evaluation Form

January 23, 2019

Project Name: **Charter Communications Buildout – Cookeville, TN** Project Number: **18-000908**

1. Please rate J&S Construction's performance on this project in the following areas:

	Delighted	Pleased	Satisfied	Disappointed	
Quality of Workmanship	4 <input checked="" type="checkbox"/> _____	3 _____	2 _____	1 _____	N/A _____
Communications	4 <input checked="" type="checkbox"/> _____	3 _____	2 _____	1 _____	N/A _____
Scheduling	4 <input checked="" type="checkbox"/> _____	3 _____	2 _____	1 _____	N/A _____
Job Site Appearance	4 <input checked="" type="checkbox"/> _____	3 _____	2 _____	1 _____	N/A _____
Project Design	4 <input checked="" type="checkbox"/> _____	3 _____	2 _____	1 _____	N/A _____
Attention Given to Your Project	4 <input checked="" type="checkbox"/> _____	3 _____	2 _____	1 _____	N/A _____
Responsiveness of Project Managers	4 <input checked="" type="checkbox"/> _____	3 _____	2 _____	1 _____	N/A _____
Responsiveness of Field Supervisors	4 <input checked="" type="checkbox"/> _____	3 _____	2 _____	1 _____	N/A _____
Responsiveness of Salesman	4 <input checked="" type="checkbox"/> _____	3 _____	2 _____	1 _____	N/A _____
Performance of Field Crews	4 <input checked="" type="checkbox"/> _____	3 _____	2 _____	1 _____	N/A _____
Project Price	4 <input checked="" type="checkbox"/> _____	3 _____	2 _____	1 _____	N/A _____

2. Of the following, which best describes your **overall** impression of J&S Construction's performance on this project: **Delighted** _____ **Pleased** _____ **Satisfied** _____ **Disappointed** _____

3. Would you use J&S Construction for future projects?
 Definitely _____ Probably _____ Probably Not _____ Definitely Not _____

4. Was your project completed within the required time?
 Yes _____ No _____

5. Which of the following items are most important to you in choosing a contractor?
 Please rank from 1 to 7 (1 being most important):

Experience Price Design Capabilities
 Ability to Meet Schedule Quality Reputation Other

6. When you think about the entire process of this project, is there any particular instance, person or situation that you recall being either positive or negative? N/A

7. If you have used other construction companies in the past, how does J&S Construction compare?
N/A

8. Could you offer any ideas on how we could improve our level of service to our clients? _____
N/A

If you have any additional comments, please use the back of this page.

Signature (optional): Sullivan, Jill S (P2196132)

Digitally signed by Sullivan, Jill S (P2196132)
Date: 2019.01.28 08:32:15 -0500