



**J&S Construction**  
**Customer Evaluation Form**  
 January 8, 2019

Project Name: **Johnstone Supply – Cookeville, TN**

Project Number: **18-000907**

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

	<b>Delighted</b>	<b>Pleased</b>	<b>Satisfied</b>	<b>Disappointed</b>	
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 _____	3 _____	2 <input checked="" type="checkbox"/>	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?  
*Tari Phillip & Matt Downport, Ryan Morris & Jimmy Smith all worked hard to make this a success!*

7. If you have used other construction companies in the past, how does J&S Construction compare?  
*You stand above others we have used.*

8. Could you offer any ideas on how we could improve our level of service to our clients?  
 \_\_\_\_\_  
 \_\_\_\_\_

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

Signature (optional): *Richard Craver*