

Buy With Confidence Customer Feedback for Harveys Home & Garden Maintenance



January – December 2011 – Quarters 1 to 4

	Base	Date card received			
		Jan - Mar 2011	Apr - Jun 2011	Jul - Sep 2011	Oct - Dec 2011
Base	29	11	8	3	7
How would you rate the quality of work carried out?					
Very poor	-	-	-	-	-
Poor	-	-	-	-	-
Good	-	-	-	-	-
Very good	29 100%	11 100%	8 100%	3 100%	7 100%
How would you rate the level of customer service you received?					
Very poor	-	-	-	-	-
Poor	-	-	-	-	-
Good	-	-	-	-	-
Very good	29 100%	11 100%	8 100%	3 100%	7 100%
Did you feel you were charged a fair price?					
Very unfair	-	-	-	-	-
Unfair	-	-	-	-	-
Fair	-	-	-	-	-
Very fair	20 69%	5 45%	5 63%	3 100%	7 100%
Would you recommend the business to a friend?					
Yes	29 100%	11 100%	8 100%	3 100%	7 100%
No	-	-	-	-	-

How to read this table:

The results are given for the all four quarters of 2011. If you joined the scheme during the most recent quarter, the quarter before you became a member will be blank.

The number in red shows the total number of feedback cards we received for your business during this period. The Base row, in green, breaks this down into the number received per quarter. The Base column, in blue, breaks it down by question so you can see the total for each answer to each question. The figures in the body of the table, in black, show the results for each question broken down by quarter.

If you have any queries about how the results are displayed, please contact us.

Comments:

- Very good workman, polite and helpful.
- Extremely pleased with everything.
- Very good workman, very helpful.
- Very good.
- Very pleased with work and attitude. Thanks!
- Very happy with the workmanship.
- Very pleasant young man.
- Completely satisfied.
- Very nice and very clean and polite.
- Very pleased with the standard and finish of the work.
- Everything ok.
- Very good person who has done a fine job.
- Highly satisfied.
- Pleasant staff member.
- A very good service. Carried out very cheerfully.