



2010 feedback results, by quarter

	Base	Date card received			
		Jan - Mar 10	Apr - Jun 10	Jul - Sept 10	Oct - Dec 10
Base	30	9	6	9	6
How would you rate the quality of work carried out?					
Very poor	-	-	-	-	-
Poor	-	-	-	-	-
Good	-	-	-	-	-
Very good	30 100%	9 100%	6 100%	9 100%	6 100%
How would you rate the level of customer service you received?					
Very poor	-	-	-	-	-
Poor	-	-	-	-	-
Good	1 3%	-	1 17%	-	-
Very good	29 97%	9 100%	5 83%	9 100%	6 100%
Did you feel you were charged a fair price?					
Very unfair	-	-	-	-	-
Unfair	-	-	-	-	-
Fair	1 3%	-	-	-	1 17%
Very fair	17 57%	6 67%	4 67%	4 44%	3 50%
Would you recommend the business to a friend?					
Yes	29 97%	9 100%	6 100%	9 100%	5 83%
No	-	-	-	-	-

How to read this table:

The results are given for all four quarters of 2010. The number in red shows the total number of feedback cards we received for your business during the year. 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. The comments are for the most recent quarter only.

Comments:

- **Brilliant and caring service.**
- **Very good service highly satisfied.**
- **Very nice service.**

Buy With Confidence Customer Feedback for Harveys Home and Garden

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