

Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : admin.hmnb@sjbs.co.uk

Job Reference :

SJS010977

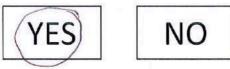
# **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	13
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	3
Were operatives presentable and identifiable?	1	2	, 3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3
The overall service received by our company.	1	2	3
The cleaning down and protection regarding COVID-19	1	. 2	13

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

with the work Ver

We would like to thank you for taking the time to complete this survey.

04/2022 . Date .....



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : <u>admin.hmnb@sjbs.co.uk</u>

Job Reference :

SJ5010936

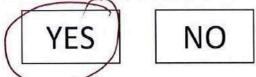
# **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	3
Were operatives presentable and identifiable?	1	2	3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3
The overall service received by our company.	1	2	3
The cleaning down and protection regarding COVID-19	1	$\left( 2\right)$	3

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

was most willing and helpful in exp step of the procedure. Very heppy as anal job. step 0 We would like to thank you for taking the time to complete this survey.

Date 23-4-2022



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : admin.hmnb@sjbs.co.uk

#### Job Reference :

555010962

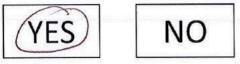
#### **Satisfaction Survey**

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Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	3
Were operatives presentable and identifiable?	1	2	3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3
The overall service received by our company.	1	2	3
The cleaning down and protection regarding COVID-19	1	2	3

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

RICKY WAS AN EXERCENT TRADESMAN/ WORKER . HE WAS A REASURE TO HAVE WORKING IN MY HOME.

We would like to thank you for taking the time to complete this survey.



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : <u>admin.hmnb@sjbs.co.uk</u>

#### Job Reference :

55010942

### **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

1. How do you rate the following?			
1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3
Did works start and complete as arranged?	1	2	3/
Were operatives polite and respectful?	1	2	3/
Were operatives presentable and identifiable?	1	2	3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	31
Did the works meet your expectations? If no please detail in section 3.	1	2	3/
The overall service received by our company.	1	2	3
The cleaning down and protection regarding COVID-19	1	2	3
	the second s		

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

satisfier and Jason was so helpful with my. Sister

We would like to thank you for taking the time to complete this survey.

Date 14-04 2022

S&JQF043 Satisfaction Survey Issue 3 – 9.12.20



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : admin.hmnb@sjbs.co.uk

#### Job Reference :

535010934

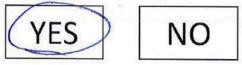
### **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	3
Were operatives presentable and identifiable?	1	2	3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3)
The overall service received by our company.	1	2	3
The cleaning down and protection regarding COVID-19	1	2	3

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

Pete was as good as anyone could ask For Polite Clean Tridy and want to etreme measures wher required We would like to thank you for taking the time to complete this survey.

Date 29-3-22



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : admin.hmnb@sjbs.co.uk

#### Job Reference :

SJSOIO949

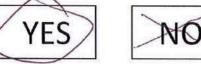
### **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	(3
Did works start and complete as arranged?	1	2	13
Were operatives polite and respectful?	1	2	3
Were operatives presentable and identifiable?	1	2	1.3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	18
Did the works meet your expectations? If no please detail in section 3.	1	2	13
The overall service received by our company.	1	2	13
The cleaning down and protection regarding COVID-19	1	2	3

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

We would like to thank you for taking the time to complete this survey.

Date 23-3-22



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : admin.hmnb@sjbs.co.uk

#### Job Reference :

5J5010922

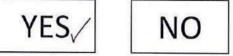
# **Satisfaction Survey**

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#### Please tick the appropriate box No. 1-3

1. How do you rate the following? Poor Good Excellent General communication of office personnel and 1 2 (3) information provided. Did works start and complete as arranged? 1 2 3 Were operatives polite and respectful? 1 2 3 Were operatives presentable and identifiable? 1 2 (3)Was the workplace safe, clean and tidy during and on 1 2 (3) completion of the works? Did the works meet your expectations? If no please detail 1 2 (3)in section 3. The overall service received by our company. 1 2 3 The cleaning down and protection regarding COVID-19 1 2 (3)

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

JAYSON KENNDY WAS REALLY GOOD HE WORKED WELL AND WENT ABOVE

AND BEYOND HIS JOB DISCRIPTION. JOB WELL DONE !!

We would like to thank you for taking the time to complete this survey.

Date 8/3/2022



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : <u>admin.hmnb@sjbs.co.uk</u>

Job Reference :

5500945

# **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	3
Were operatives presentable and identifiable?	1	2	(3)
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3
The overall service received by our company.	1	2	(3)
The cleaning down and protection regarding COVID-19	1	2	3

2. Would you re-use our services and/or recommend us to others?



NO

3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

We would like to thank you for taking the time to complete this survey.

Date 43 2022.

Uncontrolled when printed



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : admin.hmnb@sjbs.co.uk

Job Reference :

5500925

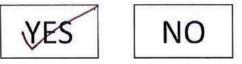
# **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	18
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	13
Were operatives presentable and identifiable?	1	2	13
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	13-
Did the works meet your expectations? If no please detail in section 3.	1	2	V3-
The overall service received by our company.	1	2	1.3
The cleaning down and protection regarding COVID-19	1	2	13-

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

PRIE WENT THE EXTER MILE AND WAS COURTEOUS AND PROFESSIONAL. EXTREMELY REASED WITH HIS WOLCH.

We would like to thank you for taking the time to complete this survey.

Date 11/2/22



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : admin.hmnb@sjbs.co.uk

Job Reference :

555010919

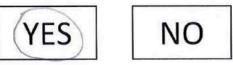
# **Satisfaction Survey**

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Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	L3'
Did works start and complete as arranged?	1	2	13
Were operatives polite and respectful?	1	2	13'
Were operatives presentable and identifiable?	1	2	3/
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	13
Did the works meet your expectations? If no please detail in section 3.	1	2	13
The overall service received by our company.	1	2	13
The cleaning down and protection regarding COVID-19	1	2	1.3

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

T WOULD RECOMEND RICKY TO ANY ONE I AMPEALLY SATISFIED

We would like to thank you for taking the time to complete this survey.

Date 94-1 2092



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : admin.hmnb@sjbs.co.uk

#### Job Reference :

555010908

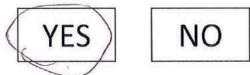
#### **Satisfaction Survey**

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Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1 .	2	3
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	$\overline{3}$
Were operatives presentable and identifiable?	1	2	3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3
The overall service received by our company.	1	2	(3)
The cleaning down and protection regarding COVID-19	1	2	3

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

Pete was absolutly marcelaus, workmanship is partastic it was a gay to have him work in my house allecharts

We would like to thank you for taking the time to complete this survey.

Date 17/01/22



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : <u>admin.hmnb@sjbs.co.uk</u>

#### Job Reference :

555010929

# **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please t	ick the	appropriate	box	No.	1-3
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1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	(3)
Were operatives presentable and identifiable?	1	2	3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3
The overall service received by our company.	1	2	3
The cleaning down and protection regarding COVID-19	1	2	3

2. Would you re-use our services and/or recommend us to others?





3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

We would like to thank you for taking the time to complete this survey.

Date 12/01/22

S&JQF043 Satisfaction Survey Issue 3 – 9.12.20



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : admin.hmnb@sjbs.co.uk

#### Job Reference :

55010937

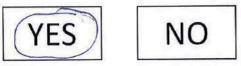
# **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate	box	No. 1-3
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1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	3
Were operatives presentable and identifiable?	1	2	3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3
The overall service received by our company.	1	2	3
The cleaning down and protection regarding COVID-19	1	2	3

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

the work was done well and Pete was polite and nice to speak to. the builder

We would like to thank you for taking the time to complete this survey.

Date 22 - 12 - 2021



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : admin.hmnb@sjbs.co.uk

#### Job Reference :

555010595

# **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please	tick the	appropriate	box	No. 1-3
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1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3
Did works start and complete as arranged?	1	2	3~
Were operatives polite and respectful?	1	2	3 4
Were operatives presentable and identifiable?	1	2	3 🖍
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3 7
Did the works meet your expectations? If no please detail in section 3.	1	2	3 ✓
The overall service received by our company.	1	2	3 /
The cleaning down and protection regarding COVID-19	1	2	3 1

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

Ricks	hih	an	excident f	sto.	
2	0.00		ď		
1	have	no	complaints	at	all.

We would like to thank you for taking the time to complete this survey.

Date 25.11-21



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : admin.hmnb@sjbs.co.uk

#### Job Reference :

555010904

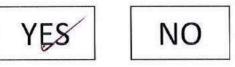
# Satisfaction Survey

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	3
Were operatives presentable and identifiable?	1	2	3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3
The overall service received by our company.	1	2	3
The cleaning down and protection regarding COVID-19	1	2	3

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

plesent. J'd recommend him to We would like to thank you for taking the time to complete this survey.

23/10/2(



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : admin.hmnb@sjbs.co.uk

Job Reference :

555010907

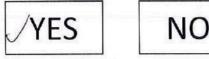
### **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	x
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	631
Were operatives presentable and identifiable?	1	2	3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3
The overall service received by our company.	1	2	3
The cleaning down and protection regarding COVID-19	1	2	13

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

We would like to thank you for taking the time to complete this survey.

Date 10-9-21 .....



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : admin.hmnb@sjbs.co.uk

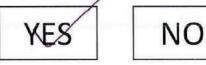
#### Job Reference : 535010 869

#### **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

Poor	Good	Excellent
1	2	3
1	2	3
1	2	3
1	2	3
1	2	3
1	2	3
1	2	3
1	2	(3)
	Poor         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1	$   \begin{bmatrix}     1 & 2 \\     1 & 2 \\     1 & 2 \\     1 & 2 \\     1 & 2   \end{bmatrix} $



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

We would like to thank you for taking the time to complete this survey.



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : <u>admin.hmnb@sjbs.co.uk</u>

Job Reference :

555010860

# **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

1. How do you rate the following?		11-12-10-000 110-1-0		
1. How do you rate the following?	Poor	Good	Excellent	
General communication of office personnel and information provided.	1	2	3	
Did works start and complete as arranged?	1	2	13	
Were operatives polite and respectful?	1	2	13	
Were operatives presentable and identifiable?	1	2	13	
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	13	
Did the works meet your expectations? If no please detail in section 3.	1	2	13	
The overall service received by our company.	1	2	13	
The cleaning down and protection regarding COVID-19	1	2	13	

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

NO

THE WORK CARRIED OUT IS EXCELLENT. HIGHLY RECOMMEND TO ANYONE.

We would like to thank you for taking the time to complete this survey.

Date 5-6-21

S&JQF043 Satisfaction Survey Issue 3 – 9.12.20



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : admin.hmnb@sjbs.co.uk

#### Job Reference :

555010978

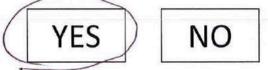
### **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3
Did works start and complete as arranged?	1	2	$\left( \begin{array}{c} 3 \end{array} \right)$
Were operatives polite and respectful?	1	2	3
Were operatives presentable and identifiable?	1	2	3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3
The overall service received by our company.	1	2	3
The cleaning down and protection regarding COVID-19	1	2	3

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

ETE HAS DONE AN EXCELLENT WE ARE VERS HAPPY AND HE'S AGOD LOCKER

We would like to thank you for taking the time to complete this survey.

Date 7 7 22



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : <u>admin.hmnb@sjbs.co.uk</u>

Job Reference :

55010988

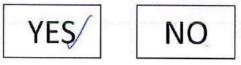
### **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

I. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	3
Were operatives presentable and identifiable?	1	2	3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3/
The overall service received by our company.	1	2	3
The cleaning down and protection regarding COVID-19	1	2	3/

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

Poto was a wery good workner ~ Pople

We would like to thank you for taking the time to complete this survey.

Date .....



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : admin.hmnb@sjbs.co.uk

#### Job Reference :

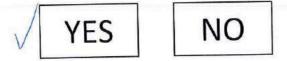
55010993

# **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey. Please tick the appropriate box No. 1-3

<ol> <li>How do you rate the following?</li> </ol>	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	3
Were operatives presentable and identifiable?	1	2	3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3
The overall service received by our company.	1	2	3
The cleaning down and protection regarding COVID-19	1	2	3

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

Fantastic Service Thankyou

We would like to thank you for taking the time to complete this survey.

Date 01 8 2022



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : admin.hmnb@sjbs.co.uk

Job Reference :

SJSOHOIS

# **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	3
Were operatives presentable and identifiable?	1	2	3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3
The overall service received by our company.	1	2	$(\mathbf{z})$
The cleaning down and protection regarding COVID-19	1	2	3
2 Would you re-use our services and/or recommend us to o	thors?		$\bigcirc$



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

was excellent and the outcome of thanki new faithroom amazina We would like to thank you for taking the time to complete this survey. Charlana 6/10/22 Date .



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : admin.hmnb@sjbs.co.uk

#### Job Reference :

SJS010997

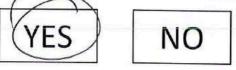
#### **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	$\overline{3}//$
Were operatives presentable and identifiable?	1	2	(3)
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3
The overall service received by our company.	1	2	$\left( \begin{array}{c} 3 \end{array} \right)$
The cleaning down and protection regarding COVID-19	1	2	(3) ?

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

with Ricky's commilterent ewed and,

We would like to thank you for taking the time to complete this survey.

Date ...



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : admin.hmnb@sjbs.co.uk

#### Job Reference :

5500992

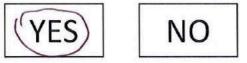
#### **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

1. How do you rate the following? Poor Good Excellent General communication of office personnel and 1 2 3) information provided. Did works start and complete as arranged? 1 2 Were operatives polite and respectful? 1 2 Were operatives presentable and identifiable? 1 2 3 Was the workplace safe, clean and tidy during and on 1 2 3) completion of the works? Did the works meet your expectations? If no please detail 2 1 in section 3. The overall service received by our company. 1 2 1 2 The cleaning down and protection regarding COVID-19

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

antestic Man Working, Polite, efficient & informal

We would like to thank you for taking the time to complete this survey.

Date 16/9/22



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : admin.hmnb@sjbs.co.uk

Job Reference :

55011005

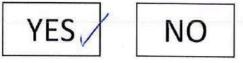
### **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	3
Were operatives presentable and identifiable?	1	2	3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3
The overall service received by our company.	- 1	2	3
The cleaning down and protection regarding COVID-19	1	2	3

2. Would you re-use our services and/or recommend us to others?



KIND & HELPFUL.

3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

We would like to thank you for taking the time to complete this survey.

Date 11.08.22



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : <u>admin.hmnb@sjbs.co.uk</u>

Job Reference :

555011000

### **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	3
Were operatives presentable and identifiable?	1	2	3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3
The overall service received by our company.	1	2	3
The cleaning down and protection regarding COVID-19	1	2	3

2. Would you re-use our services and/or recommend us to others?



NO

3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

We would like to thank you for taking the time to complete this survey.

Date 23/07/2022

CELHENIT



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : admin.hmnb@sjbs.co.uk

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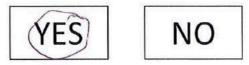
555011020

### Satisfaction Survey

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey. Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	(3)
Were operatives presentable and identifiable?	1	2	3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3 Better
The overall service received by our company.	1	2	3
The cleaning down and protection regarding COVID-19	1	2	3

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

Excellent Service Friendly hard Worker Plumber Ricky Gimson has done the pland jt As his Alan Ploor fitter & the electrican Jordan. We would like to thank you for taking the time to complete this survey.

Date 22.10 22



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : <u>admin.hmnb@sjbs.co.uk</u>

#### Job Reference :

SJSOHOI9

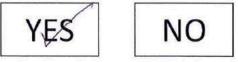
### **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

#### Please tick the appropriate box No. 1-3

<ol> <li>How do you rate the following?</li> </ol>	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	-3
Were operatives presentable and identifiable?	1	2	3~
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3⁄
Did the works meet your expectations? If no please detail in section 3.	1	2	31
The overall service received by our company.	1	2	3
The cleaning down and protection regarding COVID-19	1	2	3⁄

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

very good service nice person to have done the work meny Thank. meny Thank.

We would like to thank you for taking the time to complete this survey.

Date 22 12 2022

S&JQF043 Satisfaction Survey Issue 3 - 9.12.20



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : admin.hmnb@sjbs.co.uk

#### Job Reference :

SJ5011018

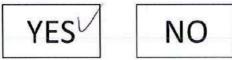
#### Satisfaction Survey

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	3
Were operatives presentable and identifiable?	1	2	3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	Í
The overall service received by our company.	1	2	3
The cleaning down and protection regarding COVID-19	1	2	3

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

EVERY THING WAS DONE VERY WELL I AM VERY PLEASED.

We would like to thank you for taking the time to complete this survey.

Date 24,9.22

S&JQF043 Satisfaction Survey Issue 3 – 9.12.20



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : admin.hmnb@sjbs.co.uk

#### Job Reference :

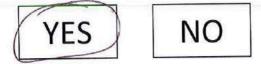
555010986

#### **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey. *Please tick the appropriate box No. 1-3* 

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	3
Were operatives presentable and identifiable?	1	2	3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3
The overall service received by our company.	1	2	3
The cleaning down and protection regarding COVID-19	1	2	3

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

Pete has been a plecesure and has always kept te work area sage e clean. His work is outstanding

We would like to thank you for taking the time to complete this survey.

Date 23/6/22



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : admin.hmnb@sjbs.co.uk

#### Job Reference :

SJSOHOUS

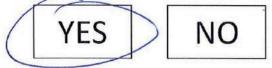
# **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	3
Were operatives presentable and identifiable?	1	2	3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3
The overall service received by our company.	1	2	3
The cleaning down and protection regarding COVID-19	1	2	3

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

olutly top knot VETT D.leased CERI

We would like to thank you for taking the time to complete this survey.

. Date 24/11/22

S&JQF043 Satisfaction Survey Issue 3 – 9.12.20



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : admin.hmnb@sjbs.co.uk

Job Reference :

555010996

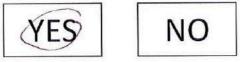
# **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	3	3
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	3
Were operatives presentable and identifiable?	1	2	3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3
The overall service received by our company.	1	2	37
The cleaning down and protection regarding COVID-19	1	2	3

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

Fitter Vas excellent

We would like to thank you for taking the time to complete this survey.

Date 3,10.2022



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : admin.hmnb@sjbs.co.uk

#### Job Reference :

555011059

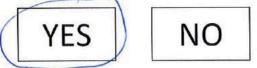
### **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3
Did works start and complete as arranged?	1	2	
Were operatives polite and respectful?	1	2	3
Were operatives presentable and identifiable?	1	2	3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3
The overall service received by our company.	1	2	3
The cleaning down and protection regarding COVID-19	1	2	(3)

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

in all ospects. Very understanding and patient. Thankyou very much

We would like to thank you for taking the time to complete this survey.

Date 01/12/2022



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : <u>admin.hmnb@sjbs.co.uk</u>

Job Reference :

SJS011022

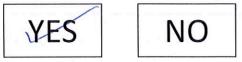
# **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3
Did works start and complete as arranged?	1	2	(3)
Were operatives polite and respectful?	1	2	(3
Were operatives presentable and identifiable?	- 1	2	(3)
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	(3)
Did the works meet your expectations? If no please detail in section 3.	1	2	(3)
The overall service received by our company.	1	2	3
The cleaning down and protection regarding COVID-19	1	2	3

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

EFFICENT END PODUCT 4)AS PERFECT

We would like to thank you for taking the time to complete this survey.

Date 13-2.23



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : admin.hmnb@sjbs.co.uk

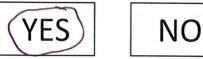
535011035 **Job Reference :** 

#### **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	35
Were operatives presentable and identifiable?	1	2	3 5
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3 5
Did the works meet your expectations? If no please detail in section 3.	1	2	3 5
The overall service received by our company.	1	2	3 5
The cleaning down and protection regarding COVID-19	1	2	3 5
2. Would you re-use our services and/or recommend us to ot	hers?		



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

Very Pleased with all the work done.

We would like to thank you for taking the time to complete this survey.

Date 13-3-23.

S&JQF043 Satisfaction Survey Issue 3 – 9.12.20



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : admin.hmnb@sjbs.co.uk

#### **Job Reference :**

SJSOHOLS

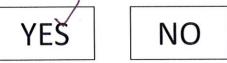
#### **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

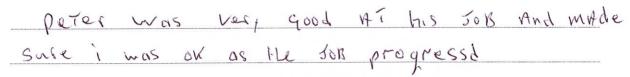
Please tick the appropriate box No. 1-3

#### 1. How do you rate the following? Good Excellent Poor General communication of office personnel and 3 1 2 information provided. Did works start and complete as arranged? 2 1 Were operatives polite and respectful? 1 2 Were operatives presentable and identifiable? 1 2 Was the workplace safe, clean and tidy during and on 1 2 completion of the works? Did the works meet your expectations? If no please detail 1 2 in section 3. The overall service received by our company. 1 2 2 1 The cleaning down and protection regarding COVID-19

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;



We would like to thank you for taking the time to complete this survey.

Date 24 / 3 / 23



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : admin.hmnb@sjbs.co.uk

### **Job Reference :**

SJ3012006

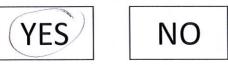
# **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	V3
Did works start and complete as arranged?	1	2	$\sqrt{3}$
Were operatives polite and respectful?	1	2	1/3
Were operatives presentable and identifiable?	1	2	V3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	V3
Did the works meet your expectations? If no please detail in section 3.	1	2	V3
The overall service received by our company.	1	2	V3
The cleaning down and protection regarding COVID-19	1	2	1/3

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

was very pleased with the work and the person doing l

Date 5-4-23



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel: 02392 839623 Email: admin.hmnb@sjbs.co.uk

Job Reference : 250/2009

# Satisfaction Survey

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent /
General communication of office personnel and information provided.	1	2	3
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	3
Were operatives presentable and identifiable?	1	2	3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3
The overall service received by our company.	1	2	3
The cleaning down and protection regarding COVID-19	1	2	3

2. Would you re-use our services and/or/recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

WORK. MICHAEL WORKED HAPA COMPLETE



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : admin.hmnb@sjbs.co.uk

Job Reference :

555011096

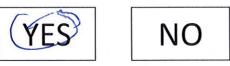
# **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	3
Were operatives presentable and identifiable?	1	2	3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3
The overall service received by our company.	1	2	3
The cleaning down and protection regarding COVID-19	1	2	3

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

woold Recome ercia

Date G - 4 - 23



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : <u>admin.hmnb@sjbs.co.uk</u>

**Job Reference :** 

SJS012043

### **Satisfaction Survey**

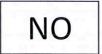
As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3/
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	3
Were operatives presentable and identifiable?	1	2	3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3
The overall service received by our company.	1	2	3/
The cleaning down and protection regarding COVID-19	1	2	3

2. Would you re-use our services and/or recommend us to others?





3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

Exclant work from Ricky Reamy pleased!

#### We would like to thank you for taking the time to complete this survey.

Date 16.6.23

S&JQF043 Satisfaction Survey Issue 3 – 9.12.20



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : admin.hmnb@sjbs.co.uk

### Job Reference :

SJS012022

### **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	3
Were operatives presentable and identifiable?	1	2	3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3
The overall service received by our company.	1	2	3
The cleaning down and protection regarding COVID-19	1	2	3

2. Would you re-use our services and/or recommend us to others?





3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

Your Operatives were very pleasant, worked well, pleasure to have them.

We would like to thank you for taking the time to complete this survey.

Date 28(4(2023



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : <u>admin.hmnb@sjbs.co.uk</u>

#### **Job Reference :**

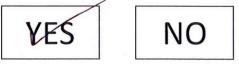
555012019

## Satisfaction Survey

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	13
Did works start and complete as arranged?	1	2	13
Were operatives polite and respectful?	1	2	V3
Were operatives presentable and identifiable?	1	2	13
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	V 3
Did the works meet your expectations? If no please detail in section 3.	1	2	V3
The overall service received by our company.	1	2	V3
The cleaning down and protection regarding COVID-19	1	2	V3
. Would you re-use our services and/or recommend us to o	thers?		



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

The work was borned out proffermely out with Care Peter Worked hard and was. Corebull, we. Condition those asked for an jone bretter 10 out of 10. We would like to thank you for taking the time to complete this survey.

Date 5-5-23,



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : <u>admin.hmnb@sjbs.co.uk</u>

### Job Reference :

535012008

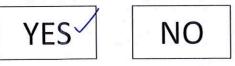
# **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

#### Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3 🗸
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	3 🗸
Were operatives presentable and identifiable?	1	2	3 🗸
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3 🗸
The overall service received by our company.	1	2	3 🗸
The cleaning down and protection regarding COVID-19	1	2	3 🗸

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

pete was very informative on all aspects of the work . Always ticlied up after himself.

We would like to thank you for taking the time to complete this survey.

Date 18-5-23-



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : <u>admin.hmnb@sjbs.co.uk</u>

Job Reference :

55012001

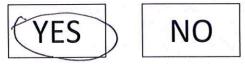
### **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	3
Were operatives presentable and identifiable?	1	2	3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3
The overall service received by our company.	1	2	3
The cleaning down and protection regarding COVID-19	1	2	3

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

LETE WAS BRILLIANT BOST MUZI-TRADER I HAVE SOON. AND I WAS IN LINE BUILING TRADE

We would like to thank you for taking the time to complete this survey. \_

Date 2, 4/23



Head Office :

407 Solent Business Centre, Millbrook Road West, Southampton, Hampshire SO15 0HW Tel : 02380 232750 Email : <u>admin@sjbs.co.uk</u> www.sandjbuildingservices.co.uk Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : admin.hmnb@sjbs.co.uk

### Job Reference :

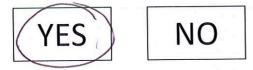
#### SJSOHO98

### **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey. Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	3
Were operatives presentable and identifiable?	1	2	3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3
The overall service received by our company.	1	2	3
The cleaning down and protection regarding COVID-19	1	2	3

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

VERY WELL CO-OKDINATED RICKIE VERY RUNCTONAL & ALWAYS HAPPY EXPLAINED TUINGS VERY WELL, WOULD RECOMMEND HIM & We would like to thank you for taking the time to complete this survey. THE COMPANY TO OTHICAS Date 4 8 2023.



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : admin.hmnb@sjbs.co.uk

### **Job Reference :**

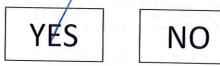
SJSOIIDOI

### **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

1 Use de la contra d	Please t	ick the appropriate	e box No. 1-3
1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	3
Were operatives presentable and identifiable?	1	2	3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3
The overall service received by our company.	1	2	3
The cleaning down and protection regarding COVID-19	1	2	3

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

VERY GOOD

We would like to thank you for taking the time to complete this survey.

Date 2-6-23

S&JQF043 Satisfaction Survey Issue 3 – 9.12.20



**Portsmouth Office :** Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel: 02392 839623 Email : admin.hmnb@sjbs.co.uk

#### **Job Reference :**

535011099

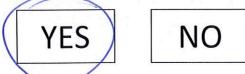
### **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	3
Were operatives presentable and identifiable?	1	2	3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3
The overall service received by our company.	1	2	3
The cleaning down and protection regarding COVID-19	1	2	3
2 Would you re-use our services and/or recommend us to o	thers?		NIA

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

te was brimand, kept place trily and Very pleased with work done.

We would like to thank you for taking the time to complete this survey.

Date 12-7-23



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : admin.hmnb@sjbs.co.uk

### Job Reference :

SJSOI2017

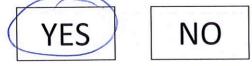
### **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	3
Were operatives presentable and identifiable?	1	2	3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3
The overall service received by our company.	1	2	3
The cleaning down and protection regarding COVID-19	1	2	3
	h a wa 2		

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

n a hard worker over the moon ritagine of the bathroom

We would like to thank you for taking the time to complete this survey.

Date 2016 73





**Portsmouth Office :** Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel: 02392 839623 Email : admin.hmnb@sjbs.co.uk

### **Job Reference :**

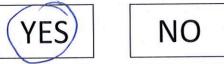
555012025

## **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	3
Were operatives presentable and identifiable?	1	2	3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3
The overall service received by our company.	1	2	3
The cleaning down and protection regarding COVID-19	1	2	3
2. Would you re-use our services and/or recommend us to	IFITWA	s RICKY	



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

RICKY WAS A GEM, CARRIED OUT ALL THE WORK, SO PLEASED WITH MY WET ROOM,

Date 26/07/2023



**Portsmouth Office :** Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel: 02392 839623 Email : admin.hmnb@sjbs.co.uk

#### Job Reference :

555012033

### Satisfaction Survey

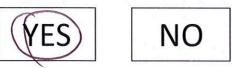
As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

#### 1. How do you rate the following?

	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3
Did works start and complete as arranged?	1	2	(3)
Were operatives polite and respectful?	1	2	3
Were operatives presentable and identifiable?	1	2	3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3
The overall service received by our company.	1	2	3
The cleaning down and protection regarding COVID-19	1	2	(3)

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

the was Brilliant Start to Finish really hard the whole time. Worked Thank you "

Weywould like to thank you for taking the time to complete this survey.

Date 7/8/2023



Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : <u>admin.hmnb@sjbs.co.uk</u>

Job Reference :

55012036

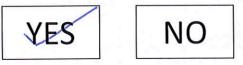
# **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	3
Were operatives presentable and identifiable?	1	2	8
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3
The overall service received by our company.	1	2	3
The cleaning down and protection regarding COVID-19	1	2	3

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

cellent job done. learly

..... Date



Head Office :

407 Solent Business Centre, Millbrook Road West, Southampton, Hampshire SO15 0HW Tel : 02380 232750 Email : <u>admin@sjbs.co.uk</u> www.sandjbuildingservices.co.uk Portsmouth Office : Building 1/083A, Admirals Walk HMNB Portsmouth, PO1 3LU Tel : 02392 839623 Email : admin.hmnb@sjbs.co.uk

### **Job Reference :**

555012068

## **Satisfaction Survey**

As part of our commitment to continually improving the service we provide to our customers, we would value your comments on the work we have completed, and would be grateful if you could take the time to complete our satisfaction survey.

Please tick the appropriate box No. 1-3

1. How do you rate the following?	Poor	Good	Excellent
General communication of office personnel and information provided.	1	2	3
Did works start and complete as arranged?	1	2	3
Were operatives polite and respectful?	1	2	3
Were operatives presentable and identifiable?	1	2	3
Was the workplace safe, clean and tidy during and on completion of the works?	1	2	3
Did the works meet your expectations? If no please detail in section 3.	1	2	3
The overall service received by our company.	1	2	3
The cleaning down and protection regarding COVID-19	1	2	3

2. Would you re-use our services and/or recommend us to others?



3. Please provide any further comments on what we did well and/or suggestions on ways in which we can improve the service offered to you below;

Pete was prillient and so was work I work for better - Brilliant

Date 2. Sept. 2023