



CUSTOMER REFERENCE INTERVIEW WORKSHEET

SERVICE PROVIDER INFORMATION

Service Provider:

Client's Name:

Interview Date:

Telephone Number:

SERVICE DETAILS

1. Which service(s) did the contractor provide to you?

2. What were the start and end dates?

3. How did you hear about this contractor initially? (referral, word of mouth, advertisement, etc)

4. Is this the only company you considered before hiring?

SERVICE DETAILS

5. Did you have any problems with the contractor's service or work?

6. If YES, describe the nature of the problems:

7. How did the contractor handle these issues?

8. Did the contractor handle the issues in a timely manner?

9. Were you charged extra for the issues that arose?

10. What areas of the contractor's service or work did you find impressive?

11. Would you recommend using the contractor?

SERVICE RATING

Please rate the contractor’s performance on the following parameters:

	Poor	Fair	Good	Excelent
Overall work quality				
Completion of work on schedule				
Was responsive and open to suggestions				
Did not exceed the agreed budget				
Maintained the work site				
Offered suggestions and useful advice				
The service provider used quality materials				
Provided regular updates				
Gave accurate accounting of costs and expenses				