



Handover and Completion Certificate

Dear Customer. We at Loftspace are determined to provide an excellent service to you. Help us measure ourselves. Your opinion is extremely important to us .

Please complete the following.

My ratings are as follows:		Poor	Fair	Good	Excellent
Consultant:	Punctuality	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Do you think the advice you received was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Follow through	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Installation Team:	Punctuality	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Was the installation carried out professionally?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	How did we clean up?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Product:	Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Fit for purpose	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Are you happy you made this investment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
General:	Your opinion of our Company	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Did we keep our promises?	NO	<input type="checkbox"/>	YES	<input checked="" type="checkbox"/>
	Would you recommend us to your friends?	NO	<input type="checkbox"/>	YES	<input checked="" type="checkbox"/>
Overall	Overall satisfaction index	out of 100 ▶			95/100

Additional Comments : _____

What could we do better? _____

Are there any other home improvement products you are considering purchasing ? YES

<p>The installation is completed to my entire satisfaction. All unseen defects will be covered by my 5 year guarantee. Mr. L. Amm (Cell: 082 801 0894) 18 Aquarius Crescent Sundowner Randburg</p>	Date	16/7/2011
	Installer	Kenneth
	Consultant	Patrick Fraser
	<p>Punctual Precise Always</p>	
Signature: <u>[Signature]</u>		
Date : <u>16 July</u> 2011		