



CUSTOMER REFERENCE INTERVIEW WORKSHEET

Contractor: _____ Customer Name: _____

Date Interviewed: _____ Telephone No.: _____

What work did the contractor do for the customer? _____

When was the work completed? _____

How did the customer learn about or find this contractor (i.e. referral, advertisement, etc.)?

Did the customer consider hiring other contractors before hiring this company? Yes No

If YES, what factors led them to choose this contractor? _____

Were there any problems with this contractor's work or service? Yes No

If YES, please describe these problems: _____

How did the contractor handle these problems? _____

What aspects of the contractor's work or service did the customer appreciate the most?

How does the customer rate the contractor's work performance in each of the following areas?

	Poor	Fair	Good	Excellent
Quality of the work done	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The work completed on time and according to schedule	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The contractor kept to the agreed project budget	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The work site was kept clean and organized	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The contractor provided good advice and suggestions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The contractor kept the customer informed of progress	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The contractor was easy to work with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The contractor resolved problems satisfactorily	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The contractor delivered what was promised	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Information:

Did the contractor provide the customer with a written contract? Yes No

Did the contractor provide the customer with a written warranty? Yes No

Would the customer hire this contractor again for similar work, if needed? Yes No

If NO, why not? _____
