Customer Reference Interview Worksheet

Contractor: _____ Customer's Name: _____

Date Interviewed: _____ Telephone Number: _____

What work did the contractor do for the customers?: _____

_____

_____

_____

When was the work completed?: _____

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

_____

Did the customer consider other contractors before hiring this company?: ❑ Yes ❑ NO

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

_____

_____

Were there any problems with any aspect of the contractor's work or service?: ❑ Yes ❑ No

If **YES**, please describe these problems: _____

_____

_____

If **YES**, how were these problems handled by the contractor?: _____

_____

_____

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
Overall quality of the work done	❑	❑	❑	❑
The work was done on time and according to the schedule	❑	❑	❑	❑
The contractor kept to the agreed project budget	❑	❑	❑	❑
The work site was kept clean and organized	❑	❑	❑	❑
The contractor provided good advice and suggestions	❑	❑	❑	❑
The contractor kept the customer informed of progress	❑	❑	❑	❑
The contractor was easy to work with	❑	❑	❑	❑
The contractor resolved problems satisfactorily	❑	❑	❑	❑
The contractor delivered what was promised	❑	❑	❑	❑

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?: _____

_____

_____

_____