



# Post-Construction Survey Administration

Project: \_\_\_\_\_

Survey Date: \_\_\_\_\_

Customer: \_\_\_\_\_

Completed By: \_\_\_\_\_

Title: \_\_\_\_\_

**Rating Scale:**

- 1 = Far Below Expectations
- 2 = Somewhat Below Expectations
- 3 = Met Expectations
- 4 = Exceeded Expectations
- 5 = Far Above Expectations

**Rank Top  
3 Most Important Questions  
By Section  
1 = Most Important**

**Office:**

**Circle Rating Choice Below**

Communication (routing of calls and ability to get to the right person in a timely manner)

5 4 3 2 1

\_\_\_\_\_

Professionalism

5 4 3 2 1

\_\_\_\_\_

Comments: \_\_\_\_\_

\_\_\_\_\_

**Billing:**

Accuracy

5 4 3 2 1

\_\_\_\_\_

Timeliness

5 4 3 2 1

\_\_\_\_\_

Compliance (with billing procedures)

5 4 3 2 1

\_\_\_\_\_

Responsiveness (to requests for documentation or information)

5 4 3 2 1

\_\_\_\_\_

Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Closeout Documentation:**

Timely 5 4 3 2 1 \_\_\_\_\_

Accuracy/Completeness 5 4 3 2 1 \_\_\_\_\_

Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Overall in comparison to our competition:** 5 4 3 2 1

**5 = Best in Class    4 = Above Average    3 = Industry Average    2 = Below Competition    1 = Far Below Competiion**

**Comments:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Is there anything else we should be asking?** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_