



Customer Reference Interview Worksheet

Contractor: _____

Customer's Name: _____

Date Interviewed: _____

Telephone Number: _____

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

When was the work started and completed?: _____

How did the customer learn about or find this contractor? (i.e. referral, advertisement, 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.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The work was done on time and according to the 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? _____
