



www.abator.com
800-544-1210
412-271-5922
Fax: 412-271-5833

Customer Evaluation of Abator sent to:
Customer Name on DATE
by Abator Team Member NAME

Please complete the following questionnaire, which will assist Abator in our quest to improve services to the customers we support. Please rate each item in comparison with your experience with other vendors/brokers using the following scale:

- | | |
|-----------------|---------------|
| 5 - Exceptional | 4 - Good |
| 3 - Average | 2 - Marginal |
| 1 - Poor | 0 - not rated |

- | | |
|---|--|
| <input type="checkbox"/> Attitude of sales & staffing team members | <input type="checkbox"/> Responsiveness to your questions. |
| <input type="checkbox"/> Quality of information provided to you. | <input type="checkbox"/> Completeness/adequacy of information provided. |
| <input type="checkbox"/> Speed of submissions to your request(s) for service | <input type="checkbox"/> Quality & completeness of submission packages (proposal, quote, resume, etc.) |
| <input type="checkbox"/> Abator's representation of consultant (s) skills/experience. | <input type="checkbox"/> Resume format (ease in review) |

In general:

- | | |
|---|--|
| <input type="checkbox"/> Abator's invoicing practices & procedures. | <input type="checkbox"/> Abator's reference practices & procedures. |
| <input type="checkbox"/> Performance evaluations participation. | <input type="checkbox"/> Abator's submission practices & procedures |
| <input type="checkbox"/> Abator's contract language. | <input type="checkbox"/> Abator's quote or proposal language. |
| <input type="checkbox"/> Communications with corporate office. | <input type="checkbox"/> Communications with regional office (when appropriate). |
| <input type="checkbox"/> Honesty/integrity of corporate staff. | <input type="checkbox"/> Timeliness of statements & reports. |
| <input type="checkbox"/> Consistency of accurate invoices. | <input type="checkbox"/> Ease of routine forms (timesheets/status reports). |

Would you accept another consultant through Abator? (If not, why?)

Would you recommend Abator to a colleague? (If not, why?)

Statistically speaking ... How many vendors do you generally work with?

What other services could Abator provide to you?

What other information could Abator provide which would be helpful?

Suggestions or additional comments: