Appendix – Questionnaire for Customer Reference

|  |  |
| --- | --- |
| Name of organisation of individual for whom you are providing this reference |  |
| Referee’s Organisation |  |
| Name of Contract(s) / Framework Agreement(s) reference relates to |  |
| Name of Referee |  |
| Job Title |  |
| Address |  |
| Telephone Number(s) |  |
| Email Address |  |
| Date Reference Completed |  |

References will form part of the scoring within a procurement process and your response will affect this scoring.

Please do not qualify your responses with comments.

**Service Supplied**

|  |  |
| --- | --- |
| **Please indicate which of the below key elements or activities which have been provided to you by the supplier. Such services must have been received within the last 5 years.**  **The number of boxes you confirm with ‘yes’ will affect the reference.** | |
| * Supply of draught beer, lager, cider, and associated equipment and services including bar taps / fonts, branded glassware etc. | Yes  No |
| * Supply of wines. | Yes  No |
| * Supply of packaged goods (spirits, soft drinks, etc.) | Yes  No |

**Reference Statements**

Insert a ‘yes’ or a ‘X’ or similar response inside the appropriate box. If blank, we assume your response is ‘strongly disagree’.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Statement** | **Strongly disagree** | **Disagree** | **Agree** | **Strongly agree** |
| The services supplied by the organisation met your requirements (whether in terms of specification, deadlines and other contractual requirements), excluding incidents that were not the fault of the organisation (e.g. force majeure, client delays etc) |  |  |  |  |
| The organisation’s personnel (including those of its subcontractors if relevant) were capable and responsive |  |  |  |  |
| Complaints and other issues \* raised by the client in the course of the services and/or after completion (whether the fault of the organisation or otherwise) were resolved in a timely manner (excluding delays which were not the fault of the organisation) and to your satisfaction |  |  |  |  |

\* Please note that if the organisation has received no complaints, or has not been the subject of other issues raised by the Client then the organisation should get a “Strongly Agree”

**Thank you for taking the time to complete this Questionnaire.**