|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Supplier Name (Client)** |  | | | |
| **Name and Designation of Client** |  | | | |
| **Location of Client (Venue)** |  | | | |
| **Telephone No / Contact Number** |  | | | |
| **Email Address** |  | | | |
| **Date of Reference** |  | | | |
| **Services supplied**: | do they have the relevant experience for services of Retail.  indicate any other | | | |
| **Brief description of the service and specification provided** |  | | | |
| **Were there any complaints lodged during the period of the contract** |  | | | |
| **Was the turnaround time in resolving problems addressed timeously** |  | | | |
| **Criteria** | **Needs Improvement** | **Meets Requirements** | **Exceeds Requirements** | **Exceeds Requirements and Adds Value** |
| **1. Are you satisfied with the conduct and professionalism demonstrated by the tenderer throughout the duration of the contract?** |  |  |  |  |
| **2. Did the tenderer conduct the project according to agreed-upon methodology?** |  |  |  |  |
| **3. Did the tenderer meet your requirements with regards to service delivery?** |  |  |  |  |
| **4. If the tenderer provided services of Retail, please specify whether the level of the staff assigned to manage the project met the needs of your business.** |  |  |  |  |
| **Criteria** | **Yes** | **No** | **Comments** | |
| **5. Would you recommend the tenderer for the services indicated above** |  |  |  | |
| **6. Do you currently use this tenderer? If not, please provide reasons in the comments area** |  |  |  | |
| **General Comments** | | | | |

