

Quote comparison checklist

Business name

Person's name

Phone:

Yes	No	
		If you called in business hours, did they answer their phone?
		When you called, were you asked to leave a message on their messaging service?
		If you left a phone message, did they return your call within an hour? (They may have had their hands full, in a meeting or under a building.)
		Did you try texting them for service? (This works very well)
		Did the person answering your call, tell you their name?
		Did they (or their representative) turn up on time?
		Were they friendly? Did you feel relaxed, dealing with them?
		Did you feel 'heard'? Did they explain everything clearly?
		Did they sound willing to help you fix your problem?
		Jobs (and some services) can be handled in a variety of ways. Did they suggest that an onsite quote would be best?
		If they gave you a price over the phone, did they list everything their price included, like their warrantee and cleaning up afterwards?
		Did they give you an opportunity to book the work in? Or did they offer to send you more information to help with your decision?
		If they couldn't help you, did they recommend someone else?
		Did they sound like they knew what they were talking about?
		Are they licensed to do the work? Check the Fair Trading website (or the licencing authority in your country): http://www.fairtrading.nsw.gov.au/About_us/Online_services/Home_building_licence_check.html
		Do they have another form of contact other than a mobile phone number?

Hint: Prepare a written job brief to give to (or send) every tenderer (so you can compare 'eggs with eggs'):

- ✓ Be specific about what you want
- ✓ Include everything you want done / all the specific services you need
- ✓ List the brand names and models you want (if any)
- ✓ Indicate if you want the tenderer to be responsible for cleaning up (or save money by doing it yourself)

Helping businesses boost
their local work
without advertising