# aNNEXURE A: Reference letter TEMPLATE

**This document serves as reference letter and a service satisfaction survey rendered by:**

**…………………………………………………….……………………………….................................................................................**

**Section A:**

**REFERENCE COMPANY WHO RECEIVED THE SERVICE:**

Client Name: ………………………………………………………………………………………………………………….………...

Client contact person and phone number: …………………………………………………………………………………………

Contract Period: Start date: ………………………………………………End Date…………………………………..………….

Description of the services: ……………………………………………………………………………………………………..…..

**Section B:**

**Please tick only ONE option.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No:** | **Criteria** | **Good** | **Average** | **Poor** | **Comments** |
| 1. | Quality service rendered |  |  |  |  |

**Comments:**

…………………………………………………………………………………………………………………….......................................

…………………………………………………………………………………………………………………….......................................

**Signature**:…………………………………………………….

**Date:** …………………………………………………………

**This document may be copied to the client’s company letterhead or authenticated with a company stamp.**