

# TOBAGO HOSPITALITY & TOURISM INSTITUTE

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## Client Reference Form

1. Company Name:

2. Key Respondent:

3. Position in the Company:

4. Contact number (868-xxx-xxxx):

5. Email address:

6. Scope of works (advise what goods and services were supplied by the company)

<b>7. Contract Range (select one of the following):</b>	
Up to \$10,000	Up to \$100,000
Up to \$50,000	Over \$100,000

**8. Kindly rate the company using the following criterion.**

**Place a tick (✓) in the appropriate box.**

<b>Criteria</b>	<b>Poor</b>	<b>Fair</b>	<b>Satisfactory</b>	<b>Very Good</b>	<b>Excellent</b>
<b>Quality of goods/services provided</b>					
<b>Timeliness</b> <i>(The supplier/ contractor met the agreed timelines for the submission of deliverables: goods / services)</i>					
<b>Communication Management</b> <i>(provision of feedback)</i>					
<b>Accuracy</b> <i>(The supplier's / contractor's invoices were accurate, with the submission of appropriate supporting documents)</i>					
<b>Professionalism</b> <i>(The supplier / contractor was courteous, cooperative and a professional approach in all forms of communication)</i>					

Criteria	Poor	Fair	Satisfactory	Very Good	Excellent
<b>Work Ethics</b> <i>(The supplier / contractor complied with all the local laws and regulations concerning the environment, health and safety of workers, the general public and property)</i>					

**9. Additional Comments:**

**Signature:**

**Date:**

**Company Stamp:**