



Help us accomplish our mission by giving us just 60 seconds of your time

Thank you for using our service. We want to know how we are doing in your eyes. Please let us know if you were thrilled, simply satisfied, or disappointed. This information will help us accomplish our mission: **To provide our services to the best of our ability while giving you an outstanding service experience!!**

THE *A Cleaner Carpet Cleaner* GUARANTEE

If you were not completely thrilled with the service experience you received from us, we will rush back to your location to remedy the situation. If you are still unimpressed, you owe us nothing and we will issue a 100% refund. Thank you!

Directions: After each question please write the number corresponding to the answer that best reflects your opinion. *Put N/A if not sure or not applicable.

1. How satisfied are you with the following aspects of your service experience?

	Very Dissatisfied			Very Satisfied	
a. On time arrival	1	2	3	4	5
b. Courteous on the job site	1	2	3	4	5
c. Quality of cleaning job	1	2	3	4	5
d. Responsiveness to your special requests	1	2	3	4	5
e. Telephone courtesy	1	2	3	4	5
f. Responsiveness of office staff	1	2	3	4	5
g. Schedule flexibility	1	2	3	4	5
h. Amount of information offered	1	2	3	4	5
i. Overall performance	1	2	3	4	5

1. What did you like MOST about *A Cleaner Carpet Cleaner*?

2. What did you like LEAST about *A Cleaner Carpet Cleaner*?

3. After using our service, are you more or less likely to use us again?

a. Less likely_____ b. More likely_____

4. After using *A Cleaner Carpet Cleaner*, are you more or less likely to refer someone to us?

a. Less likely_____ b. More likely_____

5. Are you aware of the *A Cleaner Carpet Cleaner* Referral Program?

Yes_____ No_____

Additional Comments:

Name (optional) _____

Telephone number _____

A Cleaner Carpet Cleaner will read all client comments. Thank you for helping us accomplish our mission. To provide our services to the best of our ability while giving you an outstanding service experience

2 Easy Ways to Return This Form:

1. Email: *Customerservice@carpetcleaner.com*

2. Mail: *A Cleaner Carpet Cleaner*
837 Olney Sandy Spring Road
Sandy Spring, MD 20860

If you would be so kind to include your Birthday and Anniversary, we would be honored to send you a gift, each and every year. Now who doesn't want a sweet little gift for their special day???

Birthdays

Anniversaries

