All Pro Customer Satisfaction Survey

We randomly select surveys and send gift cards for various local restaraunts, which is why we are requsting your contact info – it will NOT, again, will NOT be sent to any third parties for marketing purposes. We already have your info, and the only thing we do with it is use it to mail you special cleaning offers from All Pro. We ask your name on this so we know who to send the gift cards to if this sheet is pulled at the end of the month.

Name: [illegible] Address: [illegible]

Phone: [illegible] Date: 4/9/07 Cleaning Technicians Name: Ron Lazzell · Butler

Please rate / grade the following on a scale of 1-100

1 being very dissatisfied or bad, and 100 being extremely satisfied or excellent

100 Arrived within the time frame stated on the phone

100 How informative / knowledgable / helpful was our technician during the walkthrough

100 How courteous was our technician

100 How pleased with the outcome of the cleaning are you

100 If you had pet stains, how pleased are you with the result of our OSR removal process

100 If you had specialized stains such as kool-aide, wine, rust, bleach, wax etc rate the results of the removal

_____ If you had repairs such as restretching or seamwork or patches, how happy are you with the result

Please list other cleaners have you used [illegible] etc) and rate our services to theirs, if you can't remember their name just state unknown.

Competitors Name _____ On a scale of 1-100 how much better did we do _____

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Y / N - Did we perform all of the services suggested by the technician after the walkthrough

Y / N - Was this the most thorough carpet cleaning you have ever had

Y / N - Will you use us again for future cleanings

Y / N - Will you recommend us to family, friends and co-workers

I would like to thank you, thank you for choosing my company to clean your carpets, thank you for taking your time to help me assess what we are doing right, and where we can improve. Our technician will be leaving you with some referral cards and a sticker which you can place in your electrical breaker box, this way our number is permanently fixed to your home for future cleanings, or in the event of a flood or water damage we'll be just a phone call away.

Thanks again!

Anthony Traficante
Owner/Operator
All Pro