

# All Pro Customer Satisfaction Survey

We randomly select surveys and send gift cards for various local restaurants, which is why we are requesting 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: James ... Address: 812 ...  
 Phone: 817 ... Date: 1/30/09 Cleaning Technicians Name: \_\_\_\_\_

**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 / knowledgeable / helpful was our technician during the walkthrough
- 100 How courteous was our technician
- 100 How pleased with the outcome of the cleaning are you *Amazing!*
- \_\_\_\_\_ If you had pet stains, how pleased are you with the result of our OSR removal process *pet stain better than expected*
- 100 If you had specialized stains such as kool-aid, wine, rust, bleach, wax etc rate the results of the removal
- \_\_\_\_\_ If you had repairs such as re-stretching or seam work or patches, how happy are you with the result

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

- Competitors Name Re ... (say cleaners) On a scale of 1-100 how much better did we do 100
- Competitors Name Ch. Dry On a scale of 1-100 how much better did we do 90%
- Competitors Name Di ... On a scale of 1-100 how much better did we do 95  
*high cost prohibitive*

- 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 *& Never do Rug Dr. Again!*
- 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

*Customer service is a dying art - you guys haven't lost the touch! Thanks! I will give referrals often.*

