

# 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, we ask for your contact info on this survey so if your survey is the winner pulled for the gift card, we know where to send it to.

Name: K. ... Address: 1 ... A, Carmel, 46032  
Phone: ... Date: 03/31 Cleaning Technicians Name: Sven

**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
- 90 How informative / knowledgeable / helpful was our technician during the walkthrough
- 90 How courteous was our technician
- 90 How pleased with the outcome of the cleaning are you
- NA If you had pet stains, how pleased are you with the result of our OSR removal process
- NA If you had specialized stains such as kool-aide, wine, rust, bleach, wax etc rate the results of the removal
- NA 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. We only used All Pro for the past 3 years.

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

- N - Did the technician show you the Rotovac and explain the benefits of its use ?
- N - Did the technician explain our service plan and explain how it can save you money on future services ?
- N - Did we perform all of the services suggested by the technician after the walkthrough ?
- N - Was this the most thorough carpet cleaning you have ever had ?
- N - Will you use us again for future cleanings ?
- N - Will you recommend us to family, friends and co-workers ?

Thank you for choosing All Pro -- we look forward to serving you again soon

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Name: Becker, [unclear] Address: [unclear] Westfield Ind  
Phone: 847-555-1515 Date: 4-10-09 Cleaning Technicians Name: William

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
- 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-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 [unclear] On a scale of 1-100 how much better did we do 75  
Competitors Name [unclear] On a scale of 1-100 how much better did we do       
Competitors Name      On a scale of 1-100 how much better did we do     

- N - Did the technician show you the Rotovac and explain the benefits of its use ?
- N - Did the technician explain our service plan and explain how it can save you money on future services ?
- N - Did we perform all of the services suggested by the technician after the walkthrough ?
- N - Was this the most thorough carpet cleaning you have ever had ?
- N - Will you use us again for future cleanings ?
- N - Will you recommend us to family, friends and co-workers ?

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