

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: A.P. [unclear] Address: 16 [unclear] [unclear] Ave
Phone: 317 8 [unclear] Date: 3/30/09 Cleaning Technicians Name: Chris

Please rate / grade the following on a scale of 1-100
1 being very dissatisfied or bad, and 100 being extremely satisfied or excellent

95-100 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

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

N/A 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 Servpro [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 _____

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Y / N - Did the technician show you the Rotovac and explain the benefits of its use ?

Y / N - Did the technician explain our service plan and explain how it can save you money on future services ?

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 ?

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

Thank you

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Name: Scott Address: 15 Case Dr

Phone: 8 Date: 3/30 Cleaning Technicians Name: Stephan

Please rate / grade the following on a scale of 1-100
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Competitors Name _____ On a scale of 1-100 how much better did we do _____

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/ 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

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

