

Customer Review Form



Date: 23/02/2013
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How did you hear about us?

- Referred
- The Sun
- Yell
- Scoot
- Google
- This Is
- Yahoo
- Cotswold Life

Search Term Used? *Referral Carpet cleaners*

What service/s did we carry out?

- Carpet Cleaning
- Upholstery Cleaning - Fabric
- Upholstery Cleaning - Leather
- Upholstery Cleaning - Antique
- Mattress Cleaning
- Curtain Cleaning
- Stain Protection
- Rug Cleaning
- End of Tenancy Cleaning

Why did you choose us? *Clear honest explanation on the phone*

Did we give a clear indication of results that could be expected? *Yes*

How was our customer service?

- Very Bad
- Bad
- Poor
- OK
- Fair
- Good
- Very Good
- Excellent
- Outstanding

Why the above?

What do you think about the finished results?

- Very Bad
- Bad
- Poor
- OK
- Fair
- Good
- Very Good
- Excellent
- Outstanding

Why the above?

Have you used a carpet cleaning company previously

- Yes NO

How have we compared?

- Worse About the Same Better Much Better

What was the last company you used?

MD Cleaning

Would you recommend us to friends & family? If not please state where we failed.

YES

Would you use us again?

If not please state where we failed.

YES

What would you like to say, to our potential customers?

Arrived early, got cracking straight away, worked hard to produce the best results.

(if you require more space please write on back of form)

Can our potential customers contact you to confirm what you have written about us?

YES / NO
(circle your choice)