

Date: 26/3/13

Name: [redacted] Cook

Address: [redacted] end

Town: Nailsea

City: Bristol Post Code: BS48 [redacted]

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Email: [redacted] cook1987@gmail.com

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**How did you hear about us?**

Referred       The Sun  
 Yell             Scoot  
 Google         This Is  
 Yahoo           Other

Search Term Used? Carpet cleaners Clevedon

**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?**

\_\_\_\_\_

**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

**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

**Why did you choose us?**

Easy to contact and helpful on phone

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

Friendly and very helpful - also offered a great price and completed the job with no problems! Brilliant!  
Thank you!

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

**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

**What do you think about the finished results?**

Very Bad  
 Bad  
 Poor  
 OK  
 Fair  
 Good  
 Very Good  
 Excellent  
 Outstanding

why the above?  
helpful and friendly

why the above?  
looked great!

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

YES / NO  
(circle your choice)