

# Customer Review Form



Date: 5<sup>th</sup> March 2013  
Name: [redacted] Harper  
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**How did you hear about us?**

<input checked="" type="checkbox"/> Referred	<input type="checkbox"/> The Sun
<input type="checkbox"/> Yell	<input type="checkbox"/> Scoot
<input type="checkbox"/> Google	<input type="checkbox"/> This Is
<input type="checkbox"/> Yahoo	<input type="checkbox"/> Cotswold Life

Search Term Used? .....

**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?**

<input type="checkbox"/> Carpet Cleaning
<input checked="" type="checkbox"/> Upholstery Cleaning - Fabric
<input type="checkbox"/> Upholstery Cleaning - Leather
<input type="checkbox"/> Upholstery Cleaning - Antique
<input type="checkbox"/> Mattress Cleaning
<input type="checkbox"/> Curtain Cleaning
<input type="checkbox"/> Stain Protection
<input type="checkbox"/> Rug Cleaning
<input type="checkbox"/> End of Tenancy Cleaning

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

Yes, definitely

**Would you use us again?**  
If not please state where we failed.

Yes for carpet

**Why did you choose us?**

Recommended by Laura Ashley

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

Great work.

(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?**

<input type="checkbox"/> Very Bad
<input type="checkbox"/> Bad
<input type="checkbox"/> Poor
<input type="checkbox"/> OK
<input type="checkbox"/> Fair
<input type="checkbox"/> Good
<input type="checkbox"/> Very Good
<input type="checkbox"/> Excellent
<input checked="" type="checkbox"/> Outstanding

Why the above?

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

<input type="checkbox"/> Very Bad
<input type="checkbox"/> Bad
<input type="checkbox"/> Poor
<input type="checkbox"/> OK
<input type="checkbox"/> Fair
<input type="checkbox"/> Good
<input type="checkbox"/> Very Good
<input checked="" type="checkbox"/> Excellent
<input type="checkbox"/> Outstanding

Why the above?

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

YES / NO  
(circle your choice)