

Here's an example of the type of form and questions you could use while you're at the customer's home. We'll call this one the Long Form/In-House. It's not really that long. I've limited myself to only asking 10 Yes or No questions in the top half. This form could be handed to the customer to fill out in full, or better yet, a technician asks the top questions, then gives it to the customer to fill out the How Did We Do? section. This is on the Professional Printers and PDF disks.

Customer "WOW!" Factor and Quality Control Survey

At Healthy Home Cleaning Services, we want you to be more than just satisfied. We want you to be thrilled! We want you to say, "WOW!" This short list of questions helps us maintain the highest standards of customer care and service. We value your opinions, so please take a moment to fill this survey out. **Every survey is read, and if you can't say "WOW!" we want to know why. Thank you for taking the time to help us maintain our high standards.**

Y/N You were treated respectfully and greeted with a smile?

Y/N I was on time?

Y/N I encouraged you to tell me all your areas of concern?

Y/N I fully explained and made sure you understood any areas of potential problems and what the results were likely to be?

Y/N I fully explained the multi-step cleaning process I was using?

Y/N I explained the benefits of Scotchgard™ Carpet Protector?

Y/N I took care not to damage your walls and furniture when moving equipment into your home?

Y/N Your carpets were groomed and left nearly completely dry?

Y/N You were given a FREE bottle of complimentary Spot Out and educated on its use?

Y/N You were given at least two pairs of surgical booties so you could walk on your carpet while it was finishing drying?

How Did We Do?

Please give us your opinion on the level of service, professionalism and quality of work we performed in your home.

Your Signature: _____

Your signature above allows Healthy Home Cleaning Services to use your comments in our promotional materials.

The Next 30 Days: 30 Days that will supercharge your marketing!

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