

**Help us accomplish our mission by giving
us just 60 seconds of your time**

Thank you for using our service. We want to know how we are doing in *your* eyes. Please let us know if you were thrilled, simply satisfied, or disappointed. This information will help us accomplish our mission: **To provide our clients with the most outstanding service experience possible!**

Directions: After each question please write the number corresponding to the answer that best reflects your opinion. *Put N/A if not sure or not applicable.

Very Dissatisfied Very Satisfied

1 2 3 4 5

1. How satisfied are you with the following aspects of your service experience?

- a. On time arrival _____
- b. Courteous on the job site _____
- c. Quality of cleaning job _____
- d. Responsiveness to your special requests _____
- e. Telephone courtesy _____
- f. Responsiveness of office staff _____
- g. Schedule availability _____
- h. Amount of information offered _____
- i. Overall performance _____
- j. Our reputation _____
- k. Our experience _____
- l. Our guarantee _____

1. What did you like MOST about *Apollo Pro Cleaning*?

2. What did you like LEAST about *Apollo Pro Cleaning*?

3. After using our service, are you more or less likely to use us again?

a. Less likely _____ b. More likely _____

4. After using *Apollo Pro Cleaning*, are you more or less likely to refer someone to us?

a. Less likely _____ b. More likely _____

5. Are you aware of the *Apollo Pro Cleaning* Referral Program?

Yes _____ No _____

Additional Comments:

Name (optional) _____
Telephone number _____

May we use your testimonial for promotional purposes?

Yes _____ No _____

Apollo Pro Cleaning will read all customer comments. Thank you for helping us accomplish our mission.

3 Easy Ways to Return This Form:

1. Hand back to our technician's in envelope provided during service
2. FAX: **(740) 264-6778**
2. Mail: ***Apollo Pro Cleaning***
1626 Cadiz Road
Winterville, OH 43953

THE 100% SATISFACTION GUARANTEED "APOLLO PROMISE"

"If any service that we provide does not live up to your expectations, we'll make it right."