

NCCA MEMBER CUSTOMER SATISFACTION QUESTIONNAIRE

Customer name:

Date clean was carried out (day/month/year):

How satisfied are you with the quality of the clean? (Please tick box)

Excellent ☐ Very Satisfied ☐ Satisfied ☐ Needs Improvement ☐ Not Satisfied ☐

How satisfied are you with the professionalism and conduct of the cleaning technician?

Excellent ☐ Very Satisfied ☐ Satisfied ☐ Needs Improvement ☐ Not Satisfied ☐

How satisfied are you that the cleaning technician was knowledgeable and helpful?

Excellent ☐ Very Satisfied ☐ Satisfied ☐ Needs Improvement ☐ Not Satisfied ☐

How satisfied are you that our service provided value for money?

Excellent ☐ Very Satisfied ☐ Satisfied ☐ Needs Improvement ☐ Not Satisfied ☐

Would you recommend our services to your friends and family?

Yes ☐ No ☐ If No, please give reasons:

Are you aware of our referral programme where all customers receive a reward for recommendations that result in a new client signing?

Yes ☐ No ☐

Have you used a carpet cleaning company before?

Yes ☐ No ☐

If Yes, how do we compare against others?

(Please circle score: 1. Superior; 2. Improved; 3. Marginally better; 4. No visible difference)

Quality of Clean	1	2	3	4
Professionalism and Courtesy	1	2	3	4
Knowledgeable and Helpful	1	2	3	4
Value for Money	1	2	3	4
Quality of Overall Service	1	2	3	4

What other service or improvement would you like if we could offer it to you?

COMMENTS: