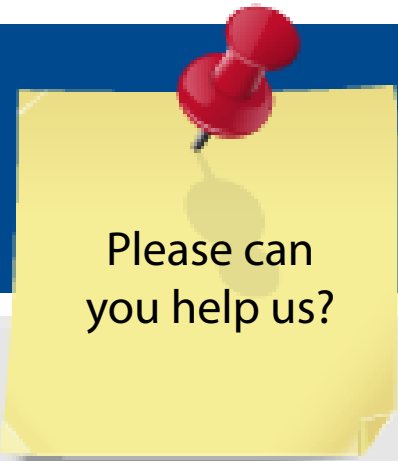




Customer Quality Survey



Can you please help us to evaluate our cleaning service :

Many of Crest's customers return this survey because they want to tell us how we're doing. We'd like to know if you are happy, or if we could improve some things to your liking. Your frank comments are welcome, thank you for your time.

Customer Name: City:
 Contact Name: Phone:

How do you find our Cleaning Service:

Quality of office cleaning	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Acceptable	<input type="checkbox"/> Poor
Quality of toilet cleaning	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Acceptable	<input type="checkbox"/> Poor
Quality of kitchen cleaning	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Acceptable	<input type="checkbox"/> Poor
Overall quality of work undertaken	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Acceptable	<input type="checkbox"/> Poor
Standard of appearance and behaviour	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Acceptable	<input type="checkbox"/> Poor
Promptness of response to any issues	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Acceptable	<input type="checkbox"/> Poor
Are your expectations being achieved?	<input type="checkbox"/> Yes		<input type="checkbox"/> No	

Please make any comments

What is the most important thing we could do to improve our service to you?

Note: Please also use the supplied Communications Book for regular comments

Do you have a Communications Book? Yes No
 Would you prefer to remit payment by Direct Debit? Yes No
 Would you recommend Crest to others? Yes No

Are there any other cleaning services we may provide for you?

Are we able to use you as a reference? Yes No

Please Freefax your response to Crest Commercial Cleaning Ltd

Fax: 0800 273 781

Thank you for helping us to evaluate our service.