



# CUSTOMER SERVICE SATISFACTION SURVEY

DATE: \_\_\_\_\_

CONTACT: \_\_\_\_\_

SITE: \_\_\_\_\_

**1. How do you rate the over-all performance and presentation of Smart Cleaning services at your site?**

Excellent     Good     Average  
 Very good     Above average     Below average

\_\_\_\_\_

\_\_\_\_\_

**5. Are there any areas that come to mind that we can improve on the service we currently provide you?**

Yes     No

\_\_\_\_\_

\_\_\_\_\_

**10. How do you rate what we promised you would be the service & professionalism prior to starting versus the actual service & professionalism delivered?**

Excellent     Good     Average  
 Very good     Above average     Below average

\_\_\_\_\_

\_\_\_\_\_

**2. How do you rate the Staff's over-all attitude and response to their work and dealing with issues and concerns?**

Excellent     Good     Average  
 Very good     Above average     Below average

\_\_\_\_\_

\_\_\_\_\_

**6. How do you rate the service we provide you as a % of value for money?**

Excellent     Good     Average  
 Very good     Above average     Below average

\_\_\_\_\_

\_\_\_\_\_

**11. Since last time we met, is there anything that has changed that requires our:**  Yes     No

Attention \_\_\_\_\_  
 Repricing \_\_\_\_\_  
 Quotation \_\_\_\_\_

**3. Do you find that our cleaning staff understand your requirements & your concerns & complete all their tasks accurately?**

Excellent     Good     Average  
 Very good     Above average     Below average

\_\_\_\_\_

\_\_\_\_\_

**7. Are there any areas of concern that constantly seem to be overlooked or missed?**

Yes     No

\_\_\_\_\_

\_\_\_\_\_

**12. Would you recommend Smart Cleaning Services to anyone who was looking for a professional cleaning service provider?**

Yes     Maybe     No

\_\_\_\_\_

\_\_\_\_\_

**4. Do you feel you are visited often enough by your Smart Cleaning Supervisor & does he address any issues raised quickly & effectively?**

Excellent     Good     Average  
 Very good     Above average     Below average

\_\_\_\_\_

\_\_\_\_\_

**9. Do you have any recommendations that could help us improve the level or standard of service we provide?**

Yes     No

\_\_\_\_\_

\_\_\_\_\_

**Please take the time to complete this survey. We are very committed to providing the best service possible.**

**It is with your very valuable feedback that we can identify our weaknesses and constantly improve the service we provide.**

**Thankyou**