



ALL BRITE CLEANING & RESTORATION, INC. REFERRAL REBATE PROGRAM

FIRST, LET'S HEAR ABOUT YOU...

Your FULL NAME : _____
 Your MAILING ADDRESS : _____
 Your CITY, STATE, & ZIP CODE : _____

How did you hear about us?

- | | | |
|---|--|---|
| <input type="checkbox"/> I am a previous client | <input type="checkbox"/> Received a letter | <input type="checkbox"/> Yellow Pages (()Laconia/()Concord/()Carroll County) |
| <input type="checkbox"/> Your Local Directory | <input type="checkbox"/> Talking Phone Book | <input type="checkbox"/> Internet Superpages |
| <input type="checkbox"/> Website | <input type="checkbox"/> www.ethicalservices.com | <input type="checkbox"/> Seen Vehicles in my Area |
| <input type="checkbox"/> Referred By: _____ | | |

What services did we provide for you? (Check all that apply)

- | | | |
|--|---|---|
| <input type="checkbox"/> Carpet Cleaning | <input type="checkbox"/> Upholstery Cleaning | <input type="checkbox"/> Pet Treatment |
| <input type="checkbox"/> Hard Surface Cleaning/Sealing | <input type="checkbox"/> Hardwood Floor Revitalization | <input type="checkbox"/> Linoleum/VCT Tile Care |
| <input type="checkbox"/> Water Damage Restoration/Drying | <input type="checkbox"/> Mold Remediation/Cleanup | <input type="checkbox"/> Window Film Installation |
| <input type="checkbox"/> In-House Area Rug Cleaning | <input type="checkbox"/> Smoke, Soot, Fire Damage Cleanup | |

May we use your name in promotional material? Yes No, please don't

SECOND, LET'S HEAR ABOUT YOUR FAMILY AND FRIENDS...

FULL NAME	ADDRESS
_____	_____
_____	_____
_____	_____
_____	_____

Remember: We need at least (2) Names and their addresses. Please print clearly. They will not be sold, we will not call or harass them, we simply send them information and it will be entirely up to them to contact us.

FOR OFFICE USE ONLY:

DOS _____ TECH _____ TOWN _____ AMOUNT _____ ID _____

FINALLY, LET'S HEAR ABOUT US...

- | | | |
|--|------------------------------|--|
| 1. Where you home when we provided your service? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 2. Your technician(s) greeted you with a smile. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 3. You received professional and courteous treatment at all times | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 4. Your technician(s) asked you about your concerns, and answered your questions. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 5. Your technician(s) was careful bringing in equipment, eliminating the the possibility of scratching or denting your walls or furniture. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 6. If you had carpet or upholstery cleaned, did your technician(s) inform you about Scotchgard™? | <input type="checkbox"/> Yes | <input type="checkbox"/> No <input type="checkbox"/> N/A |
| 7. If you had carpet or upholstery cleaned, did your technician(s) give you your gift bag, with booties, FREE Spot Remover, and other goodies? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 8. Your technician(s) arrived during the scheduled time period you were told. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 9. If your technician(s) did not arrive during the scheduled time period, did they call to advise you that they were running behind? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

On a scale of 1-5 one being the worst and 5 being the best, how would you rate the following?

Your Call Taker	1 2 3 4 5	Your Technician(s)	1 2 3 4 5
Quality of Work	1 2 3 4 5	Adherence to Schedule	1 2 3 4 5
Responsiveness	1 2 3 4 5	Professionalism	1 2 3 4 5
Knowledge of Staff	1 2 3 4 5	Adherence to cost	1 2 3 4 5
The All Brite Experience	1 2 3 4 5	Value of Services	1 2 3 4 5

Please feel free to use the remainder of the page to let us know, in your own words, how you feel about us and the work we performed. Remember, good, bad, or indifferent, we want to know!

We would like to sincerely thank everyone who takes time out of their busy lives to help us out. We value and appreciate all of our customers and if you ever have any questions or concerns please don't hesitate to contact us!

www.allbritecleaning.com

Lakes Region 603-524-4889 ~ Concord Area 603-226-9399