

In order to continually improve our customer service, please assist us in taking a few minutes to complete this survey.

An online version of this form is available at www.everglo.com.au

Visiting Regional Accounts Manager: _____ Suburb: _____

How did you first hear about Everglo? _____

Please rate the following (with a tick next to the appropriate description):

Initial contact & appointment booking	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Average	<input type="checkbox"/> Poor
Overall satisfaction with cleaning proposal	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Average	<input type="checkbox"/> Poor
The Regional Accounts Manager punctuality	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Average	<input type="checkbox"/> Poor
The Regional Accounts Manager communication	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Average	<input type="checkbox"/> Poor
The Regional Accounts Manager professionalism	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Average	<input type="checkbox"/> Poor
How the follow up was handled?	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Average	<input type="checkbox"/> Poor

Please provide general feedback or comments:

Did you know that Everglo can assist you with all of the following?

- Consumable and Products
- Professional Carpet Cleaning
- Window Cleaning
- Strip & Resealing of Hard Floors
- Tile & Grout Cleaning
- Vehicle Detailing

Yes No - I only knew that you cleaned offices

Will you use Everglo again in the future? Yes No
 Would you recommend us to others? Yes No

Can we use your feedback to market for new work? Yes No, If so, please provide details below (optional).

Company Name: _____ Contact Person: _____

Contact number: _____ Email Address: _____

Thank you for your time – your feedback is valuable to us

Return form to:

Email: operations@everglo.com.au
 Fax: (08) 8370 5727 or leave with your local Regional Accounts Manager