

**How long have you used our services?**

- Less than 6 months
- 6 months to less than 1 year
- 1 year to less than 3 years
- 3 years to less than 5 years
- 5 years or more

**Which of our services do you use? Select all that apply.**

- Cleaning
- Snow plowing
- Carpet cleaning
- Carpet Installation/removal
- Painting

**How frequently do you purchase from us?**

- Every day
- Every week
- Every 2 - 3 weeks
- Every month
- Every 2 - 3 months
- Every 4 - 6 months
- Once or twice a year

**How would you rate your level of satisfaction with us?**

- Highly satisfied
- Somewhat satisfied
- Neutral
- Somewhat dissatisfied
- Highly dissatisfied

**How much do you rate us on the following attributes?**

	Well Below Average	Below Average	Average	Above Average	Well Above Average
Customer service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Quality of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Understanding customers' needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Sales staff	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Price	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Comment:**

I can't afford cleaning often but the ones time I employed you your cleaning staff was just fine. Hope to have you again when I need you.

**How likely are you to continue doing business with us?**

- Very likely
- Somewhat likely
- Neutral
- Somewhat unlikely
- Very unlikely

**How likely is it that you would recommend our service to a friend or colleague?**

- Very likely
- Somewhat likely
- Neutral
- Somewhat unlikely
- Very unlikely

**Do you have any suggestions for improving our [PRODUCTS/SERVICES]?**

Thanks  
Lucia N. [Signature]

**What is your gender?**

- Male
- Female
- Prefer not to answer

**Which category describes your age?**

- Younger than 18
- 18 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 or older
- Prefer not to answer

**What best describes your employment status?**

- Employed full-time
- Employed part-time
- Self-employed
- Not employed, but looking for work