



Capital Carpet Care, LLC

CARPET CLEANING • FLOODS • REPAIRS

9097 Comprint Ct. Gaithersburg MD 20877 888-948-6724

Tech's _____/_____

CERTIFICATE OF SATISFACTION

Name: _____

Address: _____

City: _____ ST: _____ ZIP: _____

Customer: _____, acknowledges the restoration/cleaning project for which Capital Carpet Care has provided services has been cleaned and /or restored by Capital Carpet Care to customer's satisfaction.

Signature: _____ Date: _____

Customer Service and Quality Control form

	Yes	No	NA
1. Was the office staff courteous, polite and helpful?	___	___	___
2. Was the estimator that surveyed your job on time?	___	___	___
3. Did the estimator clearly explain the entire process of completing your job?	___	___	___
4. Was the production staff neat, courteous, knowledgeable and professional?	___	___	___
5. Did Capital Carpet Care meet your expectations on this job?	___	___	___
6. Did Capital Carpet Care communicate clearly during the job completion process?	___	___	___
7. What were your overall impressions of how Capital Carpet Care assisted you during this time? _____			
8. Will you use Capital Carpet Care for your future cleaning or restoration needs?	___	___	___
9. Would you recommend Capital Carpet Care to your friends and family?	___	___	___
10. May we use you as a reference?	___	___	___
11. How did you hear about us? _____			
12. May we email you with new coupon offers and discounts? Yes / No			
Email address _____			

Thank you for your feedback. Capital Carpet Care and all its employees strive to be the premier cleaning and restoration company. We appreciate your patronage and look forward to serving your future cleaning and restoration needs.