

“How can I track my techs service performance?”

The *Vision*: Do you want to...

- [Hold your techs “accountable”](#) as they work in customer’s homes”
- Allow your clients to praise their experience with your company and your staff?
- Smoke out problems BEFORE your customer post a [negative online review](#)?

The *Problem(s)*: You face two challenges. A) Most of your (hopefully) few unhappy customers are [“passively dissatisfied”](#). This means they likely won’t call you with a bad experience with your company. They’ll simply go “elsewhere”. (OR they’ll post a “surprise negative review” online!) Plus B) You want to hear the “good stuff” about your workers so you can give them [Positive Recognition](#) and [Public Praise!](#) ☺ And you also [want customer’s input](#). (Both good and bad!)

The *Solution*: Have these comment cards printed on heavy stock with your address on the other side. Place three “return address lines” in the upper left hand corner. ([Inconspicuously write the invoice # in the corner](#) in case the customer doesn’t fill in their address.) Have your tech give the post card to their client. HINT: Stick [a “real stamp” on each comment card](#).

The quick**FIX**: This *Residential Comment Card* will allow your clients to praise your employees AND let them quickly notify you of [their concerns](#) in a “non-confrontational” manner. Plus you’ll get great ideas on how to [“manage your customer’s experience”!](#)

Steve Toburen

Like this sample Card? You’ll LOVE *Strategies for Success!*

Invest 5 days with *Strategies for Success* (SFS) and you’ll gain **years** of experience in measuring your financials, creating a marketing plan and building a truly lucrative, “real” business.

Do you struggle with any of the challenges below? Then just click for the solutions!

Remember, this is just a taste of the proven “*Success Resources*” SFS will give you:

- [Communicate the week’s priorities to your staff](#)
- [Five bucks to get started off right with your cleaning client](#)
- [Boost your efficiency in carpet cleaning](#)
- [How can I stop competing on price in residential?](#)
- [What should I put on my carpet cleaning website?](#)

There is no other program like SFS. Interested? Call your Jon-Don rep or follow these links:

- [Frequently Asked Questions about SFS](#)
- [Why should I invest five days of my life to attend SFS?](#)
- [Here is what you will learn at SFS- day by day.](#)
- [Skeptical with all the "snake oil" out there? Read what our members say...](#)
- [Read these SFS Member "bios" of what happened after SFS!](#)

Remember, SFS has transformed the lives of over 3,000 people in the cleaning and restoration industry. **Why not you?** I urge you to investigate SFS.

Steve Toburen

SO HOW DID WE DO?

Yes! No

1. The technician was careful and through.

2. Your employees were courteous and helpful.

3. The cleaning met or exceeded my expectations.

4. The *"Stay Beautiful"* carpet care program was explained thoroughly.

5. I would like more information on (carpet cleaning) _____

6. How many "Stars" would you rate your cleaning? (1-5) ___ stars!



7. Please contact me in ___ months for my next cleaning.

PLEASE SHARE ANY ADDITIONAL COMMENTS OR SUGGESTIONS:

FRIENDS WHO ARE INTERESTED IN OUR SERVICES:

Name: _____ Best way to contact: _____

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If you are delighted with our service please recommend us online in Facebook, Google, Angieslist, Yelp, etc.

Thanks in advance!