



Comments and Ratings Aquatec Cleaning Group

5 Morgan Way, Armadale,
West Lothian, EH48 2JB

0800 695 7575

NUMBER OF FEEDBACK FORMS RECEIVED: 5

AVERAGE SATISFACTION SCORE (OUT OF 10): 10

Feedback forms are completed by previous customers, rating their experience of dealing with Aquatec Cleaning Group.

The following table shows average customer satisfaction scores out of 10:

Customer Satisfaction	Average out of 10 (10 being best)
Value for Money How reasonable were the charges for the work undertaken?	10
Quality of Work How satisfied were you with the quality of the job on completion?	10
Service How professional, courteous and considerate was the trader?	10
Tidiness Did the trader leave your property in a clean and tidy condition?	10

The following questions were also asked:

Did the Trader...	Yes	No	N/A
Explain all the costs? (including labour, VAT, call out charge, etc)	100%	0%	0%
Give an estimate or quotation at the start of the job?	100%	0%	0%
Keep you informed of any changes? (including costs, timeframe, etc)	80%	0%	20%
Give you a receipt or invoice at the end of the job?	100%	0%	0%

Question	Yes
Would you recommend this trader to a friend?	100%

CUSTOMER COMMENTS

<p>Total cost of the work £ 80.00</p> <hr/> <p>Description of the work undertaken: LEATHER SUITE CLEANED</p> <hr/> <p>Your comments: WHEN CLEANING WAS COMPLETE THE DIFFERENCE WAS AMAZING. TRADER ALSO EXPLAINED GOOD TIPS TO PROLONG LIFE OF SUITE WOULD CERTAINLY RECOMMEND.</p>	<p>Date received: 23rd October 2014</p> <p>Total cost of work: £80.00</p> <p>Description of work: Leather suite cleaned.</p> <p>Comments: When cleaning was complete, the difference was amazing. Trader also explained good tips to prolong life of suite. Would certainly recommend.</p>								
	<table border="1"> <thead> <tr> <th>Value for money</th> <th>Quality of work</th> <th>Service</th> <th>Tidiness</th> </tr> </thead> <tbody> <tr> <td>10</td> <td>10</td> <td>10</td> <td>10</td> </tr> </tbody> </table>	Value for money	Quality of work	Service	Tidiness	10	10	10	10
Value for money	Quality of work	Service	Tidiness						
10	10	10	10						
Customer Ratings (Out of 10)									

<p>Total cost of the work £ 80.00</p> <hr/> <p>Description of the work undertaken: CLEANING FULL DOWNSTAIRS CARPETED AREA.</p> <hr/> <p>Your comments: VERY HAPPY WITH THE JOB - NICE FRESHEN UP. EXACTLY WHAT IT NEEDED. WOULD BE SOMETHING I WOULD DO REGULARLY</p>	<p>Date received: 23rd October 2014</p> <p>Total cost of work: £80.00</p> <p>Description of work: Cleaning full downstairs carpeted area.</p> <p>Comments: Very happy with the job – nice freshen up. Exactly what it needed. Would be something I would do regularly.</p>								
	<table border="1"> <thead> <tr> <th>Value for money</th> <th>Quality of work</th> <th>Service</th> <th>Tidiness</th> </tr> </thead> <tbody> <tr> <td>10</td> <td>10</td> <td>10</td> <td>10</td> </tr> </tbody> </table>	Value for money	Quality of work	Service	Tidiness	10	10	10	10
Value for money	Quality of work	Service	Tidiness						
10	10	10	10						
Customer Ratings (Out of 10)									

<p>Total cost of the work £ 100.00</p> <hr/> <p>Description of the work undertaken: Cleaning Carpets</p> <hr/> <p>Your comments: Excellent job done</p>	<p>Date received: 23rd October 2014</p> <p>Total cost of work: £100</p> <p>Description of work: Cleaning carpets.</p> <p>Comments: Excellent job done.</p>								
	<table border="1"> <thead> <tr> <th>Value for money</th> <th>Quality of work</th> <th>Service</th> <th>Tidiness</th> </tr> </thead> <tbody> <tr> <td>10</td> <td>10</td> <td>10</td> <td>10</td> </tr> </tbody> </table>	Value for money	Quality of work	Service	Tidiness	10	10	10	10
Value for money	Quality of work	Service	Tidiness						
10	10	10	10						
Customer Ratings (Out of 10)									

<p>Total cost of the work £ 60</p> <hr/> <p>Description of the work undertaken: <u>CARPET CLEANING</u></p> <hr/> <hr/> <p>Your comments: <u>VERY EFFICIENT AND FRIENDLY.</u></p>	<p>Date received: 23rd October 2014</p> <p>Total cost of work: £60</p> <p>Description of work: Carpet cleaning.</p> <p>Comments: Very efficient and friendly</p>			
<p>Customer Ratings (Out of 10)</p>	<p>Value for money</p>	<p>Quality of work</p>	<p>Service</p>	<p>Tidiness</p>
	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>

<p>Total cost of the work £ 80</p> <hr/> <p>Description of the work undertaken: <u>Cleaning of 3 seater bed settee and armchair</u></p> <hr/> <hr/> <p>Your comments: <u>On completion items looked refreshed.</u></p>	<p>Date received: 22nd October 2014</p> <p>Total cost of work: £80</p> <p>Description of work: Cleaning of 3 seater bed settee and arm chair.</p> <p>Comments: On completion items looked refreshed.</p>			
<p>Customer Ratings (Out of 10)</p>	<p>Value for money</p>	<p>Quality of work</p>	<p>Service</p>	<p>Tidiness</p>
	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>