



Customer Satisfaction Questionnaire

Purpose: To assess the satisfaction level of current clients and gather feedback for improvement.

Questions:

1. How satisfied are you with the overall quality of our maid services?

- Very Satisfied**
- Satisfied**
- Neutral**
- Dissatisfied**
- Very Dissatisfied**

2. Which services did you use? (Select all that apply)

- Basic House Cleaning**
- Deep Cleaning**
- Green Cleaning**
- Curtain Cleaning**
- Carpet and Upholstery Cleaning**

3. How would you rate the professionalism of our staff?

- Excellent**
- Good**
- Average**
- Poor**
- Very Poor**

4. Was the service completed in a timely manner?

- Yes
 - No
- 5. What improvements would you like to see in our services?**
(Open-ended)
- 6. How likely are you to recommend our services to friends and family?**
- Very Likely
 - Likely
 - Neutral
 - Unlikely
 - Very Unlikely

2. Market Demand Questionnaire

Purpose: To identify potential customers' needs and preferences regarding housemaid services.

Questions:

- 1. How often do you require house cleaning services?**
 - Daily
 - Weekly
 - Bi-weekly
 - Monthly
 - Occasionally
- 2. What type of cleaning service are you most interested in? (Select all that apply)**
 - Basic Cleaning
 - Deep Cleaning
 - Specialized Services (e.g., green cleaning)
 - Other (please specify)
- 3. What factors influence your decision to hire a maid service? (Rank in order of importance)**

- **Price**
- **Quality of Service**
- **Recommendations**
- **Insurance and Liability Coverage**
- **Convenience of Booking**

4. How did you hear about our housemaid services?

- **Social Media**
- **Word of Mouth**
- **Online Ads**
- **Flyers/Posters**
- **Other (please specify)**

5. What additional services would you like to see offered?

(Open-ended)

