**Customer Prospective Questionnaire**

The following questions will aid you to learn more about the prospect. Be sure to explain all the different services we offer, provide a brochure and encourage a free demonstration.

* How has your deep cleaning been performed in the past?
* Are you happy with the overall results of this effort?
* If not, please explain.

* Are there any especially troubling areas that I can see now and possibly perform a free demo on?

* Do you currently have an in-house staff that performs any deep cleaning duties?
* Have they been able to keep up with your needs?
* If not, why (is it lack of knowledge, no equipment, insufficient manpower, etc)?

* How are your QA inspection results for your overall cleanliness?
* How is your guest feedback?

* Do you outsource or have you outsourced this type of work before to a professional carpet cleaner?
  + If so, what did you like and dislike about that company and/or services?
  + Why are you looking to make a change?

* Do you have the finances budgeted for these services?
* Would it help if you were able to spread out payments over several months?

* Is your hotel mandated by the corporate office to have these types of services done at certain frequencies per year?
* What are the mandates or recommendations?
* Is the hotel currently in compliance with these mandates or recommendations?

* When is your property next scheduled for a renovation?
  + When was the last renovation?

* What issues have you and your staff had with the cleaning of your hotel (i.e. spots, stains or overall soiling)?

* Would you be interested in a maintenance/service program for your property?
  + If so, what frequency of cleaning do you envision?

* How do you handle the cleaning of your guestroom carpet with guest occupancy?

* How did you hear about Renue?

* Will you be the person making the decision regarding the deep cleaning program?
  + Who else is involved?

* Do you prefer email, phone or meeting communications?

* When do you expect to make a decision?