

# Phone Script

Premium Carpet Care, this is \_\_\_\_\_, how can I help you?

Great, have you used us before? Where did you hear about us?

Are we going to be cleaning just a few rooms or the whole house?

How many square feet is your entire home? Or, do you know the room dimensions? (If only cleaning a few rooms)

***Let me tell you a little bit about what we can do for you:***

**First, we've got a great REPUTATION in the Pensacola area**– Several carpet and tile stores recommend us (such as Accents Flooring, Carpet Corner, Smith's Family Flooring) because they know we go above and beyond what your average cleaning company does and we clean according to carpet maker's recommendations.

**Here's what we do in our SYSTEM-**

*(Carpet Cleaning)*

1. We pre-vacuum your carpet with a high powered commercial vacuum.
2. Edge vacuumed along baseboards to remove any dust and animal dander.
3. All the areas get pre-sprayed with an all natural cleaning agent to break down stuck in oils and dirt.
4. Then we'll use 12 specialty spotters for any problem stains...

***Information gathering:*** What type of problems are you having with your carpet, tile, etc? Spots? Odors?

5. After your spots are treated, your carpet is cleaned with our truck mounted machine attached to our "Drimaster" system that rinses your carpet with 180 degree water and is designed to remove almost all of the water used in the cleaning process so your carpet dries quick. Fast drying with steam cleaning means spots aren't as likely to return and it's better for your carpet.

6. Last, we'll bring in a turbo air mover to speed dry one room that you want dry the fastest.

**GUARANTEE-** No other company gives the guarantees we do.

1. We have a 30 day no spots returning guarantee on carpet.
2. If any other company can remove a spot that we can't, we'll reimburse you for paying that company.
3. "If you're not happy, it's FREE" If you're not happy with what we've done after we clean a small test area, we'll leave and you owe us nothing! (Does not apply to spot removal jobs or to specialty problems)

Will we be moving furniture for you, or cleaning around furniture? Are we cleaning any rooms upstairs?

Normally, we give you a rough estimate on the phone. Based on the information you gave me, you have about \_\_\_\_\_square feet of carpet. We'll give an exact price before we begin.

To clean \_\_\_\_\_ sq ft, the price would be \_\_\_\_\_.

Did you want to book an appointment for as soon as possible, or do you have a certain day in mind?