

DAHLEM, INC.

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Making & Keeping Commitments Since 1979

24/7 ACTION LINE: 636.326.9799 press #2 for Urgent #3 for regular reporting
You may fax this to 636 326-9790. All survey reports earn you Premium Service Dollars

KITCHEN EXHAUST SERVICE REPORT

Commercial Kitchen: _____ Date ____/____/____

Master Technician _____

If anything is unsatisfactory please call us at 636.326.9799. As soon as you hear the intro recording press #2 and state your name, the commercial kitchen name, phone number and problem.

- _____ Your exhaust fans should remain on for 24 hours to insure the proper drying after a certified cleaning.
- _____ All areas of your establishment should be in the same or better condition than when we started our service. Report any unsatisfactory workmanship IMMEDIATELY.
- _____ A new inspection certificate should be in full view (unless you are a new account without an open credit account.)

CUSTOMER SERVICE WILL MAKE A COURTESY CALL DURING THE NEXT BUSINESS DAY. IF WE ARE UNABLE TO SPEAK WITH YOU WITHIN 48 HOURS, THE JOB WILL BE CONSIDERED TO BE SATISFACTORY AND YOUR TECHNICIANS WILL BE PAID AN INCENTIVE BONUS.

By helping us improve our standards you will be rewarded with Premium Service Dollars for future services.

You can greatly improve your future service with us by stating that the job performed was considered to be:

- _____ Perfect, excellent, outstanding.
- _____ Very Good (what needs to be done to raise it to the highest level? _____)
- _____ Satisfactory (what needs to be done to raise it to the highest level? _____)
- _____ Poor (what needs to be done to raise it to the highest level? _____)
- _____ Unacceptable (what needs to be done to raise it to the highest level? _____)
- _____
- _____
- _____

*The families of AA Services of Missouri are serious in our intent to convert you to a loyal lifetime customer. We will only learn to customize our cleaning standards to your level of expectation if you risk honest, timely and constructive criticism of ALL unsatisfactory work.
If your Account Manager fails to give you the service you value please inform a CORPORATE member.*