

# Customer Review Form



Name: Elizabeth [redacted]  
 Company: [redacted]  
 Address: [redacted]  
 Town: KINGS PYON  
 City: HEREFORD Post Code: HR4 8 [redacted]  
 Date: 24-9-15  
 Tel no: 0432 83 [redacted]  
 email address: [redacted]



Reviews  
 Proclene Limited  
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 Gloucester  
 GL1 2BZ

Phone: 0800 488 0117  
 Fax: 01452 303 612  
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 www.proclene.com

**What service/s did we carry out?**

Carpet Cleaning - Domestic  Carpet Cleaning - Comm.  
 Upholstery Cleaning - Fabric  Upholstery Cleaning - Comm.  
 Upholstery Cleaning - Leather  New Build Clean  
 Upholstery Cleaning - Antique  New Build Sparkle Clean  
 Mattress Cleaning  Office Cleaning  
 Curtain Cleaning  Carpet Supply & Install  
 Stain Protection  End of Tenancy Cleaning  
 Rug Cleaning  Odour Removal  
 Stain Removal  Sanitised Cleaning

**Have you used a cleaning company previously?** Yes / NO (Yes circled)

**How have we compared?** Much Worse | Worse | Same | Better | Much Better (X in Better)

Why the above?  
 Others were expensive but not very good

**Why did you choose us?**  
 Google - sounded like you would be thorough

**Would you use Proclene again?**

Definitely Not | Maybe | Definitely Proclene (9 circled) | 10+  
 Why the above?

**Did we give an honest indication of results that could be expected?** Yes

**What could we change to make your experience with us better?**

**What do you think about Our Customer Service?**

Very Bad Indeed | Okish | Excellent | Never expected to be this good (9 circled) | 10+  
 Why the above?

**Did we arrive on time?** Yes / NO (Yes circled)  
 If NO please state how late we were

**Did you feel safe using Proclene?** YES / NO (YES circled)  
**Would you say that Proclene are a reputable company?** YES / NO (YES circled)

**What do you think about The Finished Results?**

Very Bad Indeed | Okish | Excellent | Never expected to be this good (10 circled) | 10+  
 Why the above?

**What would you like to say, to our potential customers?**  
 A bit more expensive than others, but worth it.

**How happy would you be to recommend us?**

Definitely Not | If they Ask | Definitely Recommend | Highly Recommend (9 circled) | 10+  
 Why the above?

(if you require more space please write on back of form)  
 Thank you for taking the time to fill in this review