

Customer Review Form



Name: Mr & Mrs C. [REDACTED]
 Company: [REDACTED]
 Address: [REDACTED] PARK ROAD.
 Town: STROUD.
 City: GLOS. Post Code: GL5. 2 [REDACTED]
 Date: 26-10-2015
 Tel no: 01453. 76 [REDACTED]
 email address: [REDACTED]



Reviews
 Proclene Limited
 88 Longhorn Avenue
 Gloucester
 GL1 2BZ
 Phone: 0800 488 0117
 Fax: 01452 303 612
 email: reviews@proclene.com
 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 / NO

How have we compared? Much Worse | Worse | Same | Better | Much Better

Why the above?

Why did you choose us?

Would you use Proclene again?

Definitely Not | Maybe | Definitely Proclene
 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+ 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? NOTHING.

What do you think about Our Customer Service?

Very Bad Indeed | Okish | Excellent | Never expected to be this good
 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+ 10+

Why the above?

Did we arrive on time? Yes / NO Yes / NO
 If NO please state how late we were

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

What do you think about The Finished Results?

Very Bad Indeed | Okish | Excellent | Never expected to be this good
 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+ 10+

Why the above?

What would you like to say, to our potential customers?

WE WOULD HAVE NO HESITATION IN USING PROCLENE AGAIN WE COULD NOT FAULT IN ANY WAY THE TECHNICIAN GREG WAS EXCELLENT IN EVERY WAY VERY POLITE AND WORKED VERY HARD

How happy would you be to recommend us?

Definitely Not | If they Ask | Highly Definitely Recommend
 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+ 10+

Why the above?

Please continue overleaf

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