

Customer Review Form



Name: DR P.A. [REDACTED]
 Company: [REDACTED]
 Address: [REDACTED] LANE
 Town: BURG HILL
 City: HEREFORD Post Code: HR 4 [REDACTED]
 Date: 17/04/16
 Tel no: 01432 761 [REDACTED]
 email address: denari [REDACTED]@ [REDACTED].net.com



Reviews
 Proclene Limited
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 Gloucester
 GL1 2BZ
 tel: 0800 488 0117
 fax: 01452 764 075
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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 Marble Floor Polishing
 Stain Protection Stone Floor Cleaning
 Rug Cleaning Odour Removal
 Stain Removal Sanitised Cleaning

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

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

Why the above?
 N/A

Why did you choose us?
 Appeared suitable from early enquire

Would you use Proclene again?
 Definitely Not / Maybe / Definitely / Only Proclene
 1/2/3/4/5/6/7/8/9/10/ **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?
 N/A

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+
 Why the above?
 All generally prompt and positive

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

Did you feel safe using Proclene? YES / NO
Would you say that Proclene are a reputable company? 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+
 Why the above?
 15 yr. old carpets + upholstery well restored

What would you like to say to our potential customers?
 Highly reliable + the customer can have faith in their work

How happy would you be to recommend us?
 Definitely Not / If they Ask / Definitely / Highly Recommended
 1/2/3/4/5/6/7/8/9/10/ **10+**
 Why the above?
 All negotiations first class

Thank you for taking the time to fill in this review