

**Customer Review Form**  
 All personal information will remain confidential & not passed on



Reviews  
 Proclene Limited  
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 Gloucester  
 GL1 2BZ  
 tel: 0800 488 0117  
 fax: 01452 764 075  
 email: reviews@proclene.com

Name: Mrs Susannah [redacted]  
 Company: [redacted]  
 Address: [redacted] House [redacted]  
 Town: Bradford  
 City: Oxon Post Code: OX18 [redacted]  
 Date: 13/09/16  
 Tel no: 01993 8 [redacted]  
 email address: susannah [redacted] .com

**What services did we carry out?**  
 Commercial  Domestic  
 Deep Clean  Restoration  Maintenance

Carpet Cleaning  
 Rug Cleaning type of rug: .....  
 Upholstery Cleaning - Leather  
 Upholstery Cleaning - Fabric  
 Upholstery Cleaning - Antique  
 Mattress Cleaning  
 Stain Removal  
 Stain Protection

Tile & Grout Cleaning  
 Marble Floor Polishing  
 Stone Floor Cleaning  
 Odour Removal

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

Did we provide a service that was

Much Worse	Worse	Same	Better	Much Better
		✓		

Why the above?  
 Both have given me exceptional results (we also have a London house)

**Did we provide a service that was worth every penny?**  Yes /  NO

**Why did you choose Proclene?**  
 Existing customer

**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?  
 The carpets look fabulou - like brand new + very carefully serviced

**Did we give an honest indication of results that should be expected? and did we deliver on what we said?**  
 More than delivered

**What could we change to make your experience with us better?**  
 Nothing - it was brilliant

**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?

**Did we arrive on time?**  Yes /  NO

If NO please state how late we were

**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?

**Did you feel safe using Proclene?**  YES /  NO

**Would you say that Proclene are a reputable company?**  YES /  NO

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

Thank you for taking the time to fill in this review

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

Definitely Not      If they Ask      Definitely      Highly Recommend

1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / **10+**

Why the above?