

Customer Review Form



Name: Neville [redacted]
 Company: [redacted]
 Address: [redacted] Close
 Town: Cirencester
 City: Cirencester Post Code: GL7 [redacted]
 Date: 19-1-2016
 Tel no: 077756 [redacted]
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Reviews
 Proclene Limited
 88 Longhorn Avenue
 Gloucester
 GL1 2BZ
 tel: 0800 488 0117
 fax: 01452 764 075
 email: reviews@proclene.com
 www.proclene.com

What service/s did we carry out?

<input checked="" type="checkbox"/> Carpet Cleaning - Domestic	<input type="checkbox"/> Carpet Cleaning - Comm.
<input type="checkbox"/> Upholstery Cleaning - Fabric	<input type="checkbox"/> Upholstery Cleaning - Comm.
<input type="checkbox"/> Upholstery Cleaning - Leather	<input type="checkbox"/> New Build Clean
<input type="checkbox"/> Upholstery Cleaning - Antique	<input type="checkbox"/> New Build Sparkle Clean
<input type="checkbox"/> Mattress Cleaning	<input type="checkbox"/> Office Cleaning
<input type="checkbox"/> Curtain Cleaning	<input type="checkbox"/> Marble Floor Polishing
<input type="checkbox"/> Stain Protection	<input type="checkbox"/> Stone Floor Cleaning
<input type="checkbox"/> Rug Cleaning	<input type="checkbox"/> Odour Removal
<input type="checkbox"/> Stain Removal	<input type="checkbox"/> Sanitised Cleaning

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

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

Why the above?
 Got all stains out, and carpets not soaked!

Why did you choose us?
 Reputation and Reviews.

Would you use Proclene again?
 Definitely Not | Maybe | Definitely Proclene
 1/2/3/4/5/6/7/8/9/10/10+

Why the above?
 As 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?
 Price - but get what pay for.

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

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

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?
 Pleased and surprised with results.

What would you like to say to our potential customers?
 Great service with a smile.
 Very accommodating.

How happy would you be to recommend us?
 Definitely Not | If they Ask | Definitely | Highly Recommending
 1/2/3/4/5/6/7/8/9/10/10+

Why the above?

Thank you for taking the time to fill in this review