

# Customer Review Form

Name: DANIELLE EDWARDS  
 Company: DAVID WILSON HOMES  
 Address: TADPOLE GARDEN VILLAGE  
 Town: SWINDON  
 City: Post Code: SN268DZ  
 Date: 22-12-15  
 Tel no: 0793 74535  
 email address: tadpolegardenvillage@dw-h.co.uk



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 checked="" type="checkbox"/> Carpet Cleaning - Comm. |
| <input type="checkbox"/> Upholstery Cleaning - Fabric          | <input type="checkbox"/> Upholstery Cleaning - Comm.        |
| <input type="checkbox"/> Upholstery Cleaning - Leather         | <input checked="" type="checkbox"/> New Build Clean         |
| <input type="checkbox"/> Upholstery Cleaning - Antique         | <input checked="" type="checkbox"/> New Build Sparkle Clean |
| <input type="checkbox"/> Mattress Cleaning                     | <input checked="" 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 checked="" type="checkbox"/> Stain Removal              | <input type="checkbox"/> 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?

BETTER STANDARDS  
 FRIENDLY TEAM.  
 PROMPT.

### Why did you choose us?

DUE TO YOUR PROMPT  
 & EFFICIENT SERVICE

### 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?

FOR YOUR FANTASTIC WORK

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

YES ALWAYS.

### 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+

Why the above? ALWAYS HAPPY TO HELP, NO MATTER HOW SHORT THE NOTICE

### 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? BEST SHOW HOME CLEANS WE HAVE RECEIVED.

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

YOU WILL NOT GET A BETTER SERVICE ANYWHERE ELSE.

### 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?

PROCLENE ARE NOT ONLY WITH THE QUALITY OF WORK, BUT THE OVERALL EXPERIENCE.

Thank you for taking the time to fill in this review