

Customer Review Form



Name: MRS W [REDACTED]
 Company: [REDACTED]
 Address: [REDACTED] NORTH [REDACTED]
 Town: CHELTENHAM
 City: [REDACTED] Post Code: GL52 2 [REDACTED]
 Date: 18/4/2016
 Tel no: 01242 516 [REDACTED]
 email address: N/A



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 checked="" type="checkbox"/> Stain Removal | <input checked="" 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?

Why did you choose us?

Speed of response

Would you use Proclene again?

Definitely Not Maybe Definitely Proclene 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?

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

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?

What would you like to say to our potential customers?

Truly amazing customer service and quality of cleaning.

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?

Thank you for taking the time to fill in this review