

Customer Review Form

All personal information will remain confidential & never passed on.



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

Company Name: _____
 Name: CATHY _____
 Address: _____ HOPEWOOD PARK _____
 Town: LONGHOPE _____
 City: GLOS. _____ Post Code: GL17 _____
 Date: 3 Nov. 17 _____
 Tel no: _____
 email address: _____ @gmail.com _____

What service/s did we carry out?
 Deep Clean Restoration Maintenance

Carpet Cleaning - Type: _____
 Rug Cleaning - type of rug: _____
 Upholstery Cleaning - Leather
 Upholstery Cleaning - Fabric
 Upholstery Cleaning - Antique Tile & Grout Cleaning
 Mattress Cleaning Marble Floor Polishing
 Stain Removal Stone Floor Cleaning
 Stain Protection Odour Removal

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

When compared to previous company was our service
 Much Worse Worse Same Better Much Better

Why the above?

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

Why did you choose Proclene?
 I liked what I read on website.

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 guy did a really good job.

Did we give an honest indication of results that should be expected? and did we deliver on what we said?
 Yes + Yes.

What could we change to make your experience with us better?
 Cant think of specifics.

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+

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

Why the above?
 It is old carpet and I was realistic about expectations and am very pleased.

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

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?
 Greg was brilliant - hand working, efficient, friendly, helpful.

What would you like to say to our potential customers?
 Very worth while experience - the results were very good.

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?
