

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: Michael [redacted]
 Company: [redacted]
 Address: 33, [redacted] Close
 Town: Worcester
 City: [redacted] Post Code: GL4 [redacted]
 Date: 1/12/16
 Tel no: 0796615 [redacted]
 email address: [redacted]@live.co.uk

What service/s 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 Tile & Grout Cleaning
 Mattress Cleaning Marble Floor Polishing
 Stain Removal Stone Floor Cleaning
 Stain Protection 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?

Why did you choose Proclene?
 Recommended by friend

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

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?

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

What could we change to make your experience with us better?

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

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?

What would you like to say to our potential customers?
 On time, listened to our needs & concerns & did the job really well.

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?