

All personal information will remain confidential & not passed on

Name: Matthews

Company:

Address: 5 Gardens

Town: Chettenham

City: Gros Post Code: GL52

Date: 28.12.16

Tel no: 0798089

email address: matthews10@gmail.com



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

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

Mattress Cleaning

Stain Removal

Stain Protection

Tile & Grout Cleaning

Marble Floor Polishing

Stone Floor Cleaning

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?

Why did you choose Proclene?

Good website

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

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 you feel safe using Proclene? YES / NO

Would you say that Proclene are a reputable company? YES / NO

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?

What would you like to say to our potential customers?

Came on time - guy who came (Greg) explained what he was going to do and did a thoroughly wonderful job. Very professional!