

# Customer Review Form

All personal information will remain confidential & not passed on



Name: Mrs [redacted] FRIGS  
 Company: [redacted]  
 Address: 30 THE [redacted]  
 Town: DUREGM  
 City: GLOS Post Code: GL11 [redacted]  
 Date: 29/12/2016  
 Tel no: 01453 545 [redacted]  
 email address: [redacted] pricec [redacted] @hotmail.co.uk



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  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  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  Yes /  NO

**Why did you choose Proclene?**  
 local company, with good reviews on the internet

**Would you use Proclene again?**

Definitely Not  Maybe  Definitely Proclene

1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+

**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?**  
 Nothing

**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  Yes /  NO  
 If NO please state how late we were

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

**What would you like to say to our potential customers?**  
 Very good company  
 Job well done

**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+