

Customer Review Form

All personal information will remain confidential & not 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: [Redacted] EDWARDS
 Address: [Redacted] CARTERS OAKWOOD
 Town: GLOUCESTER
 City: _____ Post Code: GL2 [Redacted]
 Date: 201217
 Tel no: _____
 email address: _____

What service/s did we carry out?
 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

When compared to previous company was our service

Much Worse	Worse	Same	Better	Much Better
			<input checked="" type="checkbox"/>	

Why the above?

Why did you choose Proclene?
 Online Reviews

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: 25 mins

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?
 Good Service

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?