

All personal information will remain confidential & not passed on



Company Name: _____
 Name: **MAGGS**
 Address: **QUEEN RD**
 Town: **CIRENCESTER**
 City: _____ Post Code: **GL7** _____
 Date: **20 MARCH 2017**
 Tel no: **01285** _____ **94**
 email address: _____



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?
 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 reviews, price and pre sales discussions were favourable.

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

What would you like to say to our potential customers?
we would be confident in using proclene again

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?