

# Customer Review Form

All personal information will remain confidential & never 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:

Address:

Town:

City:  Post Code:

Date:

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
- 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
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Why the above?

## Did we provide a service that was worth every penny?

Yes /  NO

## Why did you choose Proclene?

IT HAD GOOD REVIEWS ON-LINE

## Would you use Proclene again?

Definitely Not  Maybe  Definitely  Only Proclene  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?

NOTHING

## What do you think about The Finished Results?

Very Bad Indeed  Okish  Excellent  Never expected to be this good  10+

Why the above?

REMOVED INGRAINED MARKS ON CARPET. IT MADE THE CARPET FEEL SOFT AGAIN.

## 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 would you like to say to our potential customers?

A PROFESSIONAL COMPANY WHO PRODUCE EXCELLENT RESULTS.

## What do you think about Our Customer Service?

Very Bad Indeed  Okish  Excellent  Never expected to be this good  10+

Why the above?

I WAS ASKED TO CHECK WORK. CARPET CLEANER WAS VERY POLITE.

## How happy would you be to recommend us?

Definitely Not  If they Ask  Definitely  Highly Recommend  10+

Why the above?

A PROFESSIONAL COMPANY WHO PRODUCE EXCELLENT RESULTS