

Customer Review Form

All personal information will remain confidential & never passed on.



Company Name: _____
 Name: MRS. [REDACTED] STINCHCOMBE
 Address: THE [REDACTED], PUDDS COURT RD,
 Town: THE PUDDS, RUARDEAN,
 City: GOS Post Code: GL17 9TY
 Date: 6-9-17
 Tel no: 01594 86 [REDACTED]
 email address: [REDACTED]@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?
 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? NO SafeClean operative local to Ruardean. Proclene have better equipment more efficient
 Did we provide a service that was worth every penny? **Yes** / NO

Why did you choose Proclene?
 Reviews online
 (previously used safeClean)

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? called attention to detail

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+
 Why the above? Recently moved into this property carpet had a nasty mark which has now all but gone

Did we arrive on time? -exactly. **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? Craig & Greg showed respect & professionalism

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? I think that they have a real pride in what they do

What would you like to say to our potential customers?
 Felt that I was an important customer & that my job was important