

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: **Mitchell**
 Address: **Orchard, Clifford Meane**
 Town: **Newent**
 City: _____ Post Code: **GL8 1JT**
 Date: **7 Sept 2017**
 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

Why the above?

Did we provide a service that was worth every penny?
 Yes / **NO**

Why did you choose Proclene?
READ GOOD REVIEWS

Would you use Proclene again?
 Definitely Not Maybe Definitely 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?
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?
much better than I thought it would be

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 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?
Had to change time at the last minute - no problem!

What would you like to say to our potential customers?
You were very considerate about my 10 month old puppy + didn't use any chemicals that could be harmful, very polite and efficient operative

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?
wouldnt do so if not completely satisfied

revision: V13.0 FE/2017

Please turn over