

# 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: **PARSONS**  
 Address: **PADDOCKS LANE**  
 Town: **CHELTENHAM**  
 City: **GLOS** Post Code: **GL50 4HX**  
 Date: **4/8/2017**  
 Tel no: **01242 512 [REDACTED]**  
 email address: **[REDACTED]@ajpphotography.co**

**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  
 [ ] [ ] [ ] [ ] [X]

**Why the above?**  
 The cleaning result was much better!

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

**Why did you choose Proclene?**  
 Impressive detail and convincing reviews from local customers

**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?**  
 IT JUST WORKS

**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

**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?**  
 The technician was very helpful informative and obliging

**What would you like to say to our potential customers?**  
 Looking for a cheap option is likely to be a false economy. Proclene has proper and adequate equipment and competent technicians. The results are exceptional.

**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?**