

# Customer Review Form

All personal information will remain confidential & not passed on



Name:

Company:

Address:

Town:

City:  Post Code:

Date:

Tel no:

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?**

Commercial  Domestic

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="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Why the above?

**Why did you choose Proclene?**

*Good reviews*

**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?**

*Don't hesitate to use.*

**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?