

Customer Review Form

All personal information will remain confidential & not passed on



Name: MRS [REDACTED] SHAN
 Company: [REDACTED]
 Address: Hill [REDACTED]
 Town: TWYNNING
 City: GLOS Post Code: GL206 [REDACTED]
 Date: 4/1/17
 Tel no: 01684 294 [REDACTED]
 email address: [REDACTED]@btinternet.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?
 Commercial Domestic
 Deep Clean Restoration Maintenance

Carpet Cleaning
 Rug Cleaning type of rug:
 Upholstery Cleaning - Leather
 Upholstery Cleaning - Fabric
 Upholstery Cleaning - Antique Tile & Grout Cleaning
 Mattress Cleaning Marble Floor Polishing
 Stain Removal Stone Floor Cleaning
 Stain Protection 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?
 Chose from CHECKTRADER WEBSITE BECAUSE OF 'WHICH' AWARD.

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?
 So far so good

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?
 Operative was extremely polite & respectful.

What would you like to say to our potential customers?

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?