

Customer Review Form

All personal information will remain confidential & never passed on.



Company Name: _____
 Name: **BOWDEN**
 Address: **COTTAGE**
 Town: **WEST MALVERN RD, MALVERN**
 City: **WORCS** Post Code: **WR14**
 Date: **5-2-18**
 Tel no: **01684**
 email address: **pb@internet.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 - Type: **Clean Wool**
 Rug Cleaning - type of rug: **Cotton & Synthetic**
 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

The service Proclene provided was
 Worse Same Better Better Beyond Comparison

Why the above?
Excellent Worker

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

Why did you choose Proclene?
It was a Which Trusted Trader

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?
Definitely

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 as far as I am concerned.

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?
With 6 dogs I never expected the carpets to get clean again

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?
**Cleaning good
 Courteous
 Admin excellent**

What would you like to say to our potential customers?
**After using Proclene I would not try another carpet cleaner. Which gave them the name of Trusted Trader and this was quite right.
 J K Bowden**

How happy would you be to recommend us?
 Definitely Not If they Ask Definitely Highly Recommended
 1/2/3/4/5/6/7/8/9/10/10+
 Why the above?