

Customer Review Form

All personal information will remain confidential & never passed on.



Company Name: _____
 Name: SIR [REDACTED] + LADY TORPY
 Address: [REDACTED] HILL
 Town: [REDACTED] ABBOTS
 City: CIRENCESTER Post Code: GL7 [REDACTED]
 Date: 4.11.20
 Tel no: 01285 82 [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?
 Deep Clean Restoration Maintenance

Carpet Cleaning - Type: _____
 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

How did we compare to your previous providers?
 The service Proclene provided was

Worse	Same	Better	MUCH Better	Beyond Comparison
			✓	

 Why the above?

Why did you choose Proclene?
Previous customer

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

Did we give you an honest indication of the results that you should expect before starting? Yes NO
 and did we deliver on what we promised? Yes NO

Would you use Proclene again?
 Definitely Not Maybe Definitely Only Proclene

1	2	3	4	5	6	7	8	9	10	10+
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 Why the above?

What do you think about the Finished Results?
 Very Bad Indeed Acceptable Excellent Amazing

1	2	3	4	5	6	7	8	9	10	10+
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 Why the above?

What could we change to make your experience with us better?

What do you think about the Customer Service?
 Very Bad Indeed Acceptable Excellent Amazing

1	2	3	4	5	6	7	8	9	10	10+
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 Why the above?

Did we arrive on time? If NO please state how late we were Yes NO
 Did you feel safe using Proclene? Yes NO
 Would you say that Proclene are a reputable company? Yes NO

How happy would you be to recommend us?
 Definitely Not Possibly Definitely Highly Recommend

1	2	3	4	5	6	7	8	9	10	10+
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 Why the above?

What would you like to say to any potential customer?
trustworthy, careful, thorough, excellent results.
Greg was excellent. He worked hard, was very careful + thorough + we are very pleased with the finished results.