

# Customer Review Form

All personal information will remain confidential & never passed on.



Company Name: \_\_\_\_\_  
 Name: MARGARET \_\_\_\_\_  
 Address: \_\_\_\_\_ BROOKFIELDS  
 Town: LYDNEY  
 City: GLOS Post Code: GL15 \_\_\_\_\_  
 Date: 03-02-23  
 Tel no: 01594 \_\_\_\_\_  
 email address: \_\_\_\_\_@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  Amtico Clean & Seal  
 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?

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

**Why did you choose Proclene?**

Did what I wanted & able to provide prompt service.

**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? Really good service.

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

What could we change to make your experience with us better?  
 Nothing.

**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+

Why the above?  
 Carpet looks new.

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 consider Proclene to be a reputable company? Yes  NO

**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+

Why the above?  
 Efficient, professional, pleasant.

**What would you like to say to any potential customer?**

Really good service, excellent result and nice staff.

**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+

Why the above?  
 Nothing to complain about.

Please Turn Over