

Customer Review Form

All personal information will remain confidential & never passed on.



Company Name: _____
 Name: IAN _____
 Address: 53, FIELD FARE
 Town: ABERDALE
 City: GLOUCESTER Post Code: GL4 _____
 Date: 19/2/23
 Tel no: 01452 4 _____
 email address: _____ virginmedia.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: 20% Wool
 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
 Why the above? _____

Why did you choose Proclene? *Having not used a carpet cleaning company before was impressed by extensive website with details of services provided and very positive reviews and approvals.*

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+
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Why the above? *Excellent 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? *Can't think of anything that would have improved the experience.*

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? *Bearing in mind the nature of the stain (a blood stain) I was impressed by the vast improvement that was provided.*

Did we arrive on time? Yes NO
 If NO please state how late we were _____

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? *Dealt with in a courteous, friendly, understanding way*

Did you feel safe using Proclene? Yes NO
Would you consider Proclene to be 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? *Knowledgeable, professional, prompt service.*

What would you like to say to any potential customer?
We were dealt with from start to finish with a friendly, honest and knowledgeable experience.

Please Turn Over