

Customer Review Form

All personal information will remain confidential & never passed on.



Reviews
Proclene Limited
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Gloucester
GL1 2BZ

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Company Name: _____

Name: Kathryn

Address: Cooches Ash [redacted]

Town: Ross on Wye

City: _____ Post Code: HR9 [redacted]

Date: 03:07:24

Tel no: [redacted]

email address: [redacted]

What service/s did we carry out?

Deep Clean Restoration Maintenance

- Carpet Cleaning - Type: thick pile
- 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
			<input checked="" type="checkbox"/>	

Why the above?

considerably superior, & good advice

Did we provide a service that was worth every penny?

Yes NO

Why did you choose Proclene?

recommendation

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?

outstanding in every way

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?

I'd like to see the filthy water!

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?

very thick pile, has previously 'wicked' stains, now like 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 would you like to say to any potential customer?

Outstanding, Unbelievable results. Can't imagine a better service.

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?

Came back, no quibbles, to have another go on a 'lifted' stain we didn't know was there.

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?

Please Turn Over