

# Customer Review Form

All personal information will remain confidential & never passed on.



Company Name: **OXFORD UNIVERSITY**  
 Name: **MEDICAL SCIENCES TEACHING CENTRE**  
 Address: **SOUTH PARKS ROAD**  
 Town: **OXFORD**  
 City: \_\_\_\_\_ Post Code: **OX1 3PL**  
 Date: **1<sup>st</sup> JULY 21**  
 Tel no: \_\_\_\_\_  
 email address: **colin.cook@medsci.ox.ac.uk**



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: **CARPET TILES**  
 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?**

Worse	Same	Better	MUCH Better	Beyond Comparison
				<input checked="" type="checkbox"/>

**The service Proclene provided was**

Why the above?

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

**Why did you choose Proclene?**  
**APPEARED TO PROVIDE THE LEVEL OF CLEANING WE REQUIRED**

**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?

**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?**

**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?  
**I NEVER GIVE TEN!**

**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?  
**DITTO**

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

**Very impressed by the standard and quality of the work.**

**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