

# Customer Review Form



Name: REBECCA B [REDACTED]  
 Company: [REDACTED]  
 Address: [REDACTED] 4 CRESCENT  
 Town: WATCHFIELD  
 City: SWINDON Post Code: SN6 8 [REDACTED]  
 Date: 30/11/2014  
 Tel no: [REDACTED] 1 899  
 email address: rebecca [REDACTED] CO.UK



Reviews  
 Proclene Limited  
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 Gloucester  
 GL1 2BZ

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### What service/s did we carry out?

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Carpet Cleaning - Domestic | <input type="checkbox"/> Carpet Cleaning - Comm.     |
| <input type="checkbox"/> Upholstery Cleaning - Fabric          | <input type="checkbox"/> Upholstery Cleaning - Comm. |
| <input type="checkbox"/> Upholstery Cleaning - Leather         | <input type="checkbox"/> New Build Clean             |
| <input type="checkbox"/> Upholstery Cleaning - Antique         | <input type="checkbox"/> New Build Sparkle Clean     |
| <input type="checkbox"/> Mattress Cleaning                     | <input type="checkbox"/> Office Cleaning             |
| <input type="checkbox"/> Curtain Cleaning                      | <input type="checkbox"/> Carpet Supply & Install     |
| <input type="checkbox"/> Stain Protection                      | <input type="checkbox"/> End of Tenancy Cleaning     |
| <input type="checkbox"/> Rug Cleaning                          | <input type="checkbox"/> Odour Removal               |
| <input type="checkbox"/> Stain Removal                         | <input type="checkbox"/> Sanitised Cleaning          |

### Have you used a cleaning company previously?

Yes / NO

### How have we compared?

Much Worse	Worse	Same	Better	Much Better
				✓

Why the above?

Overall experience

### Why did you choose us?

recommended to us

### Would you use Proclene again?

Definitely Not / Maybe / Definitely Proclene Only

1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+

Why the above?

As so pleased. where we next live

### Did we give an honest indication of results that could be expected?

Yes thoroughly explained

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

Nothing

### What do you think about Our Customer Service?

Very Bad Indeed / Okish / Excellent / Never expected to be this good

1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+

Why the above?

Polite, helpful and went above & beyond to help us.

### What do you think about The Finished Results?

Very Bad Indeed / Okish / Excellent / Never expected to be this good

1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+

Why the above?

lovely clean carpets with fresh scent.

### How happy would you be to recommend us?

Definitely Not / If they Ask / Definitely Recommend / Highly

1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+

Why the above?

I'd use again myself great service & great prices.

### What would you like to say, to our potential customers?

Proclene provided a service we needed very quickly in our time of need, on a weekend to. They were so helpful, polite, tidy, thorough, professional and a pleasure to welcome into our home. The results speak for themselves thank you. I highly recommend proclene & will use again for sure. They go over & beyond for you. X

(if you require more space please write on back of form)

Thank you for taking the time to fill in this review

Please Turn Over