

# Customer Review Form



Name: Liz [REDACTED]

Address: Hockwary Home

Town: [REDACTED]

City: Wellington Post Code: TARI [REDACTED]

Date: 17-2-14

Tel no: 01823 67 [REDACTED]

email address: [REDACTED]

Reviews  
 Proclene Limited  
 88 Longhorn Avenue  
 Gloucester  
 GL1 2BZ  
 Phone: 0800 488 0117  
 Fax: 01452 303 612  
 email: reviews@proclene.com  
 www.proclene.com

Have you used a carpet cleaning company previously?  
 Yes / NO

How have we compared? Much Worse | Worse | Same | Better | Much Better  
 [ ] [ ] [ ] [ ] [x]

Why the above? *more professional, carpets cleaner & aftercare info.*

What service/s did we carry out?

Carpet Cleaning

Upholstery Cleaning - Fabric

Upholstery Cleaning - Leather

Upholstery Cleaning - Antique

Mattress Cleaning

Curtain Cleaning

Stain Protection

Rug Cleaning

Stain Removal

Odour Removal

Sanitised Cleaning

How happy would you be to recommend us to family friends?

Definitely Not | If they Ask | Definitely | Highly Recommend  
 1/2/3/4/5/6/7/8/9/10/10+

Would you use Proclene again?

Definitely Not | Maybe | Definitely | Only Proclene  
 1/2/3/4/5/6/7/8/9/10/10+

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

Why did you choose us?

*looked very professional*

Did we arrive on time? Yes / NO

If NO please state how late we were:

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

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

*Would highly recommend this efficient & professional service*

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? *Got stains out previous carpet companies did not*

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?

(if you require more space please write on back of form)  
 Thank you for taking the time to fill in this review

Did you feel safe using Proclene? YES / NO

Would you say that Proclene are a reputable company? YES / NO