

Customer Review Form



Name: [REDACTED] Security

Address: Clo Kingswalk Shopping Centre

Town: Gloucester

City: Gloucester Post Code: GL1 1EA

Date: 20/2/14

Tel no: 01452 [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

How did you hear about us?

Referred Yell.com via Google
 Used Proclene Before Yell.com
 CheckaTrade.com Yellow Pages
 Cotswold Life Google
 Other..... Yahoo/Bing

Search Term Used?.....

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

How have we compared? Much Worse | Worse | Same | Better | Much Better

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Why the above?

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 Odour Removal
 Stain Removal Sanitised Cleaning

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

Definitely Not | If they Ask | Definitely Recommend | 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+

Why did you choose us?

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

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?

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

Very polite staff on site

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

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?

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?

Did you feel safe using Proclene? YES / NO

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