

# Customer Review Form



Name: [redacted] LEITHEN

Company:

Address: [redacted] CLASH

Town: CIRENCESTER

City: Post Code: GL7 [redacted]

Date: 10<sup>th</sup> MARCH 2014

Tel no: [redacted] 71248

email address:

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? CARPET CLEANING  
CIRENCESTER

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

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

				<input checked="" type="checkbox"/>	
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Why the above?  
COULD BACK AT AGREED TIME  
QUICK & HASSLE FREE

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

Carpet Cleaning  Carpet Supply & install  
 Upholstery Cleaning - Fabric  
 Upholstery Cleaning - Leather  
 Upholstery Cleaning - Antique  
 Mattress Cleaning  End of Tenancy Cleaning  
 Curtain Cleaning  Oven 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 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?**  
KEEP IT UP DOWS FIND

**Why did you choose us?**  
REFERRED, GOOD WEBSITE INFO  
PLEASANT FIRST CONTACT.

**Did we arrive on time?** Yes / NO YES  
 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?**

THIS IS A PROFESSIONAL  
WELL EXECUTED SERVICE  
CARPETS LOOK GREAT AND  
ALL CONTACT WITH CRAIG  
WAS FRIENDLY.  
HASSLE FREE EXPERIENCE  
THANKS.

(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?** Never expected to be this good  
 Very Bad Indeed Okish Excellent  
 1/2/3/4/5/6/7/8/9/10/10+

Why the above?  
END RESULT

**What do you think about Our Customer Service?** Never expected to be this good  
 Very Bad Indeed Okish Excellent  
 1/2/3/4/5/6/7/8/9/10/10+

Why the above?  
DELIVERED WHAT WAS AS  
PROMISED WITH A SMILE.

**Did you feel safe using Proclene?** YES / NO YES  
**Would you say that Proclene are a reputable company?** YES / NO YES