

Customer Review Form



Name: MR + MRS B WILLIAMS

Company: _____

Address: [REDACTED] DRIVE

Town: LONGLEVEN

City: GLOUCESTER Post Code: GL2 [REDACTED]

Date: 2-4-15

Tel no: 01452 [REDACTED]

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

What service/s did we carry out?

Carpet Cleaning - Domestic Carpet Cleaning - Comm.

Upholstery Cleaning - Fabric Upholstery Cleaning - Comm.

Upholstery Cleaning - Leather New Build Clean

Upholstery Cleaning - Antique New Build Sparkle Clean

Mattress Cleaning Office Cleaning

Curtain Cleaning Carpet Supply & Install

Stain Protection End of Tenancy Cleaning

Rug Cleaning Odour Removal

Stain Removal Sanitised Cleaning

Have you used a cleaning company previously?
 Yes / NO

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

n/a

Why the above?

Why did you choose us?

SAW YOUR VAN WHILE OUT

Would you use Proclene again?

Definitely Not Maybe Definitely Proclene

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

Why the above?

FRIENDLY RELIABLE SERVICE

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

YES - VERY

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

NOTHING! VERY IMPRESSED

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?

RELIABLE FRIENDLY EFFICIENT SERVICE

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 say that Proclene are a reputable company? YES / NO

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?

CARPET LOOKED VERY CLEAN - AS IF NEW!

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

DONT HESITATE TO USE THEM. VERY RELIABLE ARRIVED ON TIME PROVIDED EFFICIENT FRIENDLY SERVICE. PROVIDED SHOE COVERS, MOVED BACK FURNITURE REALLY SEEMED TO CARE ABOUT CUSTOMER SERVICE

Please continue overleaf

How happy would you be to recommend us?

Definitely Not If they Ask Definitely Highly Recommend

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

Why the above?

VERY RELIABLE FRIENDLY SERVICE - NOTHING TOO MUCH

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