

Customer Review Form



Name: [Redacted] Richmond
 Company: [Redacted]
 Address: [Redacted] Ford Lane
 Town: Gloucester
 City: [Redacted] Post Code: GL1 [Redacted]
 Date: 9/4/15
 Tel no: 01452 304 [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

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

Why the above?
 Professional services, all water/cleaning agent used from Proclene Van, shoe protection on wet carpet provided

Why did you choose us?
 Great service as have used you before.

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?
 Already used before with excellent results

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

What could we change to make your experience with us better?
 Nothing, perfect

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?
 Stain looks as though it has come out which I was doubtful about

Did we arrive on time?
 Yes NO
 If NO please state how late we were

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?
 Stain looks as though it has been removed, but it still has to dry.

Did you feel safe using Proclene?
 YES NO

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

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?
 Use twice, prompt, polite, good work.

What would you like to say, to our potential customers?
 Fantastic Customer Service
 Quick response after initial enquiry. Polite, professional staff, speedy workmanship
 The best in the area in my opinion.

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