

Customer Review Form



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What service/s did we carry out?

<input type="checkbox"/> Carpet Cleaning - Domestic	<input checked="" type="checkbox"/> Carpet Cleaning - Comm.
<input type="checkbox"/> Upholstery Cleaning - Fabric	<input type="checkbox"/> Upholstery Cleaning - Comm.
<input type="checkbox"/> Upholstery Cleaning - Leather	<input type="checkbox"/> New Build Clean
<input type="checkbox"/> Upholstery Cleaning - Antique	<input type="checkbox"/> New Build Sparkle Clean
<input type="checkbox"/> Mattress Cleaning	<input type="checkbox"/> Office Cleaning
<input type="checkbox"/> Curtain Cleaning	<input type="checkbox"/> Carpet Supply & Install
<input type="checkbox"/> Stain Protection	<input type="checkbox"/> End of Tenancy Cleaning
<input type="checkbox"/> Rug Cleaning	<input type="checkbox"/> Odour Removal
<input type="checkbox"/> Stain Removal	<input checked="" type="checkbox"/> Sanitised Cleaning

Have you used a cleaning company previously? Yes / NO

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

				<input checked="" type="checkbox"/>
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Why the above? End result better.

Why did you choose us?

Recommendation from former employee.

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? Tried & tested, reliability.

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

Yes - exceeded expectation

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

Nothing.

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? The end result exceeded expectations as the carpets were heavily stained.

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? As above

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

Proclene were clear on pricing and realistic about what could be achieved - They arrived on time and worked efficiently; I was able to leave them alone in the building and they called me when the job was complete. Very smooth operation.

How happy would you be to recommend us?

Definitely Not | If they Ask | Definitely Recommend | Highly Recommend

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

Why the above? No hidden costs, clear on what could be achieved. Prompt arrival, professional approach.

Please continue overleaf