

Reviews  
 Proclene Limited  
 88 Longhorn Avenue  
 Gloucester  
 GL1 2BZ  
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 www.proclene.com

Name: WALEED [REDACTED]  
 Company: [REDACTED]  
 Address: [REDACTED] WHITE EDGE MOOR  
 Town: SWINDON  
 City: [REDACTED] Post Code: SN3 3 [REDACTED]  
 Date: 01/07/14  
 Tel no: 078966 [REDACTED]  
 email address: [REDACTED]

**What services did we carry out?**

Carpet Cleaning       Build Clean  
 Upholstery Cleaning - Fabric       Sparkle Clean  
 Upholstery Cleaning - Leather  
 Upholstery Cleaning - Antique  
 Mattress 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 (Yes circled)

**How have we compared?** Much Worse | Worse | Same | Better | Much Better (Better circled)

Why the above?  
 Good communication of requirements.  
 Prompt service, quality work.

**Why did you choose us?**  
 Good review

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

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

**Did we arrive on time?** Yes / NO (Yes circled)  
 If NO please state how late we were

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

**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?  
 See above

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

Excellent Service throughout. Carpets were left in excellent condition.  
 Good, prompt service

**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?  
 Good quality work, even with furniture present.

**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+

**Would you use Proclene again?**

Definitely Not      Maybe      Definitely      Only Proclene

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