

Customer Review Form



Name: MRS. [REDACTED] CLINCH

Company:

Address: 15 [REDACTED]

Town: STONEHOUSE

City: Post Code: GL1 0 [REDACTED]

Date: 03/06/2014

Tel no: 01453 822 [REDACTED]

email address: clinch2013 at [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

Have you used a cleaning company previously?
 Yes / NO

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

Why the above?

What service/s did we carry out?

Carpet Cleaning Carpet Supply & Install

Upholstery Cleaning - Fabric Build Clean

Upholstery Cleaning - Leather Sparkle Clean

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?

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

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

Would you use Proclene again?

Definitely Not | Maybe | Definitely Proclene | Only Proclene

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

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

Why did you choose us?
 From the internet it looked a reliable experienced company with good results.

Did we arrive on time? Yes / NO

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?
 I would recommend Proclene as time & care was taken to remove furniture, give a thorough clean & explain what the results would be, drying time etc

(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?

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 carpets are 10 years+ old and have been revived well.

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?
 Friendly, explained what he was doing & the results expected.

Did you feel safe using Proclene? YES / NO

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