

# Customer Review Form



Reviews  
Proclene Limited  
88 Longhorn Avenue  
Gloucester  
GL1 2BZ  
Phone: 0800 488 0117  
Fax: 01452 303 612  
email: reviews@proclene.com  
www.proclene.com

Name: MRS [REDACTED] CONSTABLE  
 Company: [REDACTED]  
 Address: [REDACTED] CHOSE  
 Town: CIRENCESTER  
 City: [REDACTED] Post Code: GL7 [REDACTED]  
 Date: 30-6-2014  
 Tel no: 01285 655 [REDACTED]  
 email address: carolconstable@[REDACTED]

**What service/s 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

**How have we compared?**      Much Worse      Worse      Same      Better      Much Better  
 [ ] [ ] [ ] [X] [ ]

Why the above?  
 Reliable, courteous & a fair price.

**Why did you choose us?**  
 web search & local.

**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  
 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 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?

**What would you like to say, to our potential customers?**  
 RELIABLE, COMPETENT & COURTEOUS 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?

**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+

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