

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: [REDACTED] *WALLY*

Company: [REDACTED]

Address: *MILL HOUSE, [REDACTED]*

Town: *LONGHOPE*

City: [REDACTED] Post Code: *GL17 [REDACTED]*

Date: *19/06/14*

Tel no: *01452 830 [REDACTED]*

email address: *[REDACTED]@TALK 21.COM*

**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
				<input checked="" type="checkbox"/>

Why the above?  
*CUSTOMER SERVICE / FINISHED RESULT*

**Why did you choose us?**  
*GOOGLE RATINGS*

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

**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?  
*CHANGED APPOINTMENT READILY ON REQUEST / KEPT ME INFORMED*

**What would you like to say, to our potential customers?**  
*A GOOD EXPERIENCE THROUGHOUT WITH FINISHED PRODUCT BETTER THAN EXPECTED + WITH NO NOISE SURPRISES.*

**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?  
*REMOVED SEVERE BLOOD STAINS / BETTER THAN EXPECTED*

**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+