

# 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: [REDACTED] STEELE  
Address: [REDACTED] LITTLE STONY ZEAS  
Town: [REDACTED]  
City: BRISTOL Post Code: BS16 [REDACTED]  
Date: 28/7/13  
Tel no: [REDACTED] 908  
email address: [REDACTED] @HOTMAIL.CO.UK

Have you used a carpet cleaning company previously?  
Yes / NO

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

Why the above? PROTECTORS UNDER FURNITURE  
FREE STAIN GUARD

What service/s did we carry out?

- Carpet Cleaning
- Upholstery Cleaning - Fabric
- Upholstery Cleaning - Leather
- Upholstery Cleaning - Antique
- Mattress Cleaning
- Curtain Cleaning
- Stain Protection
- Rug Cleaning
- Stain Removal
- Odour Removal
- Sanitised Cleaning

How happy would you be to recommend us to anyone especially family & friends?

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?  
N/A

Why did you choose us?  
LOCAL

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?  
A GOOD SERVICE

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

How was our customer service?

- Very Bad
- Bad
- Poor
- OK
- Fair
- Good
- Very Good
- Excellent
- Outstanding

why the above?

What do you think about the finished results?

- Very Bad
- Bad
- Poor
- OK
- Fair
- Good
- Very Good
- Excellent
- Outstanding

why the above?

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