

Customer Review Form



Reviews
Proclene Limited
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Gloucester
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Name: MRS. C. THORNTON
Address: [REDACTED] THE RANGE
Town: HIGHNAM
City: GLOUCESTER Post Code: GL2 [REDACTED]
Date: 30.07.13.
Tel no: 01452 50 [REDACTED]
email address: [REDACTED]

How did you hear about us?

- | | |
|---|--|
| <input checked="" type="checkbox"/> Referred | <input type="checkbox"/> Yell.com via Google |
| <input type="checkbox"/> Used Proclene Before | <input type="checkbox"/> Yell.com |
| <input type="checkbox"/> CheckaTrade.com | <input type="checkbox"/> Yellow Pages |
| <input type="checkbox"/> Cotswold Life | <input type="checkbox"/> Google |
| <input type="checkbox"/> Other..... | <input type="checkbox"/> Yahoo/Bing |

Search Term Used?.....

Have you used a carpet cleaning company previously?

Yes / NO

How have we compared?

Much Worse	Worse	Same	Better	Much Better
				✓

Why the above?

Foot pulled under furniture

What service/s did we carry out?

- | | |
|--|---|
| <input checked="" type="checkbox"/> Carpet Cleaning | |
| <input type="checkbox"/> Upholstery Cleaning - Fabric | |
| <input type="checkbox"/> Upholstery Cleaning - Leather | |
| <input type="checkbox"/> Upholstery Cleaning - Antique | |
| <input type="checkbox"/> Mattress Cleaning | |
| <input type="checkbox"/> Curtain Cleaning | |
| <input checked="" type="checkbox"/> Stain Protection | |
| <input type="checkbox"/> Rug Cleaning | <input type="checkbox"/> Odour Removal |
| <input type="checkbox"/> Stain Removal | <input type="checkbox"/> Sanitised Cleaning |

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

Definitely Not 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+
 If they Ask
 Definitely Recommend
 High Recommendation

Would you use Proclene again?

Definitely Not 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+
 Maybe
 Definitely Only Proclene

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

Why did you choose us?

Daughters recommendation

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 do you think about The Finished Results?

Very Bad Indeed 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+
 Okish
 Excellent
 Never expect to be this good

Why the above?

Carpets look new again

What do you think about Our Customer Service?

Very Bad Indeed 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+
 Okish
 Excellent
 Never expect to be this good

Why the above?

Explained solutions used & why.

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

Prompt, efficient & informative. Very pleased with final result.

(If you require more space please write on back of form)

Thank you for taking the time to fill in this review

Did you feel safe using Proclene? YES / NO

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