

Customer Review Form



Name: [REDACTED] YOUNG

Address: [REDACTED] MICHAELS MEAD

Town: CIRENCESTER

City: [REDACTED] Post Code: GL7 [REDACTED]

Date: 31-7-13

Tel no: 01285 64 [REDACTED]

email address: [REDACTED]@talktalk.net

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 carpet cleaning company previously?

Yes / **NO**

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

					<input checked="" type="checkbox"/>
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Why the above?

Left too wet (previous company)

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

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+

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

Can't think of anything.

Why did you choose us?

Good information on website

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 experience.
 Professional, clean, helpful information given, a friendly.

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?

10

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?

10

(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