

# Customer Review Form



Date: 5-4-13

Name: BARTLETT

Address: [REDACTED] HILL ST

Town: CHELtenham

City:  Post Code:

Tel:

Email:

Proclene Limited  
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Gloucester  
Gloucestershire  
GL1 2BZ

Phone: 0800 488 0117  
Fax: 01452 303 612  
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email: reviews@proclene.com

**How did you hear about us?**

Referred       The Sun  
 Yell             Scoot  
 Google         This Is  
 Yahoo           Other \_\_\_\_\_

Search Term Used?.....FACEBOOK

**Have you used a carpet cleaning company previously**

Yes       NO

**How have we compared?**

Worse.    About the Same.    Better.    Much Better.

**What was the last company you used?**

**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  
 End of Tenancy Cleaning

**Would you recommend us to friends & family?  
If not please state where we failed.**

YES

**Would you use us again?  
If not please state where we failed.**

YES

**Why did you choose us?**

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

EXCELLEN? WORKMAN  
- GOT ON WITH THE  
JOB - POINTED OUT  
PROBLEM AREAS  
FRIENDLY & EFFICIENT

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

**Did we give a clear indication of results that could be expected?**

**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?  
 .....

**Can our potential customers contact you to confirm what you have written about us?**

**YES / NO**  
(circle your choice)