

# Customer Review Form



Name: [Redacted] *Beeching*

Address: [Redacted] *Mill Top*

Town: *Harsham*

City: *Worcester* Post Code: *WR6* [Redacted]

Date: *15.6.2013*

Tel no: [Redacted] *28276*

email address: [Redacted]

Reviews  
 Proclene Limited  
 88 Longhorn Avenue  
 Gloucester  
 GL1 2BZ  
 Phone: 0800 488 0117  
 Fax: 01452 303 612  
 email: reviews@proclene.com  
 www.proclene.com

**How did you hear about us?**

Referred  Yell.com via Google  
 Used Proclene Before  Yell.com  
 CheckaTrade.com  Yellow Pages  
 Cotswold Life  Google  
 Other.....  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?

**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  Odour Removal  
 Stain Removal  Sanitised Cleaning

**How happy would you be to recommend us to family & friends?**  
 Definitely Not | If they Ask | Definitely | Shout loudly  
 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+

**Would you use Proclene again?**  
 Definitely Not | Maybe | Definitely | Only You  
 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+

**Why did you choose us?**  
*on recommendation.*

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

**Did we give an honest indication of results that could be expected?**  
*Yes*

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

(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?  
*friendly & personable*

**What do you think about the finished results?**

Very Bad  
 Bad  
 Poor  
 OK  
 Fair  
 Good  
 Very Good  
 Excellent  
 Outstanding

why the above?  
*Perfect! Like new.*

**Can our potential customers contact you to confirm what you have written about us?**  
 YES  NO   
 (circle your choice)