

Customer Review Form



Date: 18.11.12

Customer Name: Mrs. C. Haynes

Address: 7 [redacted] Rd

Town: Gloucester

City: [redacted] Post Code: [redacted]

Tel no: 01452 [redacted] 35

email address: [redacted]

Proclene Limited
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Gloucester
Gloucestershire
GL1 2BZ

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

How did you hear about us?
if you used a search engine what search term did you use?

Yell.com.

Would you recommend us to friends and family?
if not please state where we failed.

Yes.

What service/s did we carry out?

Carpet & Rug
cleaning

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

Very thorough job,
meticulous work.
Explained process.
Excellent value

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

Why did you choose Proclene?

website
Positive ratings
& testimonials

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

How would you rate the finished results?
V.Bad / Bad / Poor / OK / Fair / Good / V.Good / Excellent / Outstanding

How would you rate our customer service?
V.Bad / Bad / Poor / OK / Fair / Good / V.Good / Excellent / Outstanding

Have you ever used another carpet cleaning company prior to using proclene? if yes how have we compared?

Yes
Compares very well -
much better.

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

YES / NO
(circle your choice)

Thank you for taking the time to fill in this survey