

Customer Review Form



Date:

Name: *Rhiannon Biss*

Address: *CAPENER CLOSE*

Town: *PORTISHEAD*

City: Post Code: *BS20*

Tel:

Email: *rhiann* *@hotmail.com*

PROPERTY
CLEANED:
*11 IDDESLEY RD
REDLAND
BRISTOL
BS6 6YL*

Proclene Limited
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Gloucestershire
GL1 2BZ

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

How did you hear about us?

Referred The Sun
 Yell Scoot
 Google This Is
 Yahoo Goisword Life

Search Term Used?.....

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 - definitely.

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

Yes!

Why did you choose us?

First on the search list & available straight away.

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

*After being let down by another company, proclene were so accomodating as it was end of tenancy and we'd actually left the flat. They could do the very next day and even waited till I finished work for me to pay - so helpful!
Thanks!*

(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?
So accomodating.

What do you think about the finished results?

Very Bad
 Bad
 Poor
 OK
 Fair
 Good
 Very Good
 Excellent
 Outstanding

Why the above?
(landlord said they looked great)

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

YES NO
(circle your choice)