

Customer Satisfaction Survey



Date: 3/9/12

Customer Name: [REDACTED] GOLDSBY

Address: [REDACTED] LONDON

Town: GLOUCESTER

City: GLOUCESTER Post Code: GL2 0BB

Tel no: [REDACTED] .com

Proclene Limited
 88 Longhorn Avenue
 Gloucester
 Gloucestershire
 GL1 2BZ

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

How did you hear about us?
 YELL / Yellow Pages / Referred by Yellow Pages on line
 / Web Search with _____
 Search Term Used _____
 Other _____

**Would you recommend use to friends or family?
 if not please explain where we failed.**

Yes, certainly

What services did we carry out?

- Carpet Cleaning
- Upholstery Cleaning
- Curtain Cleaning
- Mattress Cleaning
- End of Tenancy Cleaning
- Stain Protection
- Dust Mite Removal/Control

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

A reliable service. Good value for money.

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

Why did you choose to use Proclene?

Competitive quote

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

Yes

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

Have you ever used another carpet cleaning company previously to using us? NO
 if so how have we compared? N/A

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

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