

# Customer Satisfaction Survey

Date: 30/07/2012

email address: [REDACTED]@MAIL.COM

Customer Name: KATY PURCHASE

Address: [REDACTED]

Town: STROUD

City: GLOS Post Code: [REDACTED]

Proclene Limited  
88 Longhorn Avenue  
Gloucester  
Gloucestershire  
GL1 2BZ

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

Please list the services we carried out:

· CARPET CLEANING

How would you rate our customer service?

· FANTASTIC - FRIENDLY, EFFICIENT,  
ON TIME, GOOD COMMUNICATION  
VIA PHONE AND EMAIL.

Why did you choose Proclene?

· PRICE  
· FRIENDLINESS ON PHONE

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

NO

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

YES

Please give a brief review about your experience with us and how you feel about using us again.

· QUICK RESPONSE TO EMAIL  
ASKING FOR A QUOTE. EXCELLENT  
PRICE COMPARED TO OTHER  
CARPET CLEANING COMPANIES.  
EXPLAINED WHAT USE AND  
ASKED IF WE HAD ANY STAINS  
SO COULD BRING APPROPRIATE  
EQUIPMENT.

How would you rate the finished results?

EXCELLENT - CARPETS CAME  
OUT BRILLIANT

GAVE ADVICE ON TYPE OF CARPET  
AND WHY IT LOOKS HOW IT  
DOES AND WE CAN FIGHT  
AGAINST COMPLAINT FROM  
LANDLORD.  
WOULD DEFINITELY USE AGAIN.  
THANKYOU!

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

YES I WOULD DEFINITELY  
RECOMMEND YOU TO FRIENDS  
AND FAMILY