

# Customer Review Form



Date: 01/12/2012

Customer Name: LOANNE MOORE

Address: [REDACTED] LITTLE BELKFIELD

Town: TENNESBURY

City: GLAS Post Code: GL20 [REDACTED]

Tel no: 079 [REDACTED] 75

email address: genie-98 [REDACTED].uk

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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.co.uk

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

Yes

What service/s did we carry out?

1. LOANNE CARPET CLEANING  
2. SOFA CLEAN

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

Yes

Why did you choose Proclene?

very professional looking <sup>web</sup> site,  
good price + friendly service.

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

very flexible, fair  
+ knowledgeable. The  
work was carried out  
with no fuss + to a  
very high standard.  
very hard work with  
lots of care! 😊

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

Did we give 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

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?

No

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