

# Customer Review Form



Date: 15/12/12

Customer Name: MANN

Address: 1 [REDACTED]

Town: CHALFORD HILL

City: [REDACTED] Post Code: GL6 [REDACTED]

Tel no: 01453 884 [REDACTED]

email address: BLM [REDACTED]@live.co.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?

Web:- upholstery cleaning

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

YES

**What service/s did we carry out?**

upholstery & Carpet cleaning

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

YES

**Why did you choose Proclene?**

Good response

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

Friendly efficient service at a reasonable price.

**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

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

**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