

Name: [redacted] SEITZ  
 Address: [redacted] STREET  
 Town: CHELTENHAM  
 City: [redacted] Post Code: GL52 [redacted]  
 Date: 24/6/2013  
 Tel no: [redacted] 511583  
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Reviews  
Proclene Limited  
88 Longhorn Avenue  
Gloucester  
GL1 2BZ

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

How did you hear about us?  
 Referred  Yell.com via Google  
 Used Proclene Before  Yell.com  
 CheckaTrade.com  Yellow Pages  
 Cotswold Life  Google  
 Other.....  Yahoo/Bing

Search Term Used?.....

Have you used a carpet cleaning company previously?  
 Yes / ~~NO~~

How have we compared? 

Much Worse	Worse	Same	Better	Much Better
				<input checked="" type="checkbox"/>

 Why the above?  
 Friendly service & good finish

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  Odour Removal  
 Stain Removal  Sanitised Cleaning

How happy would you be to recommend us to family & friends?  
 Definitely Not If they Ask Definitely Recommend  
 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+

Would you use Proclene again?  
 Definitely Not Maybe Definitely Only You  
 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+

Why did you choose us?  
 Recommended.

What could we change to make your experience with us better?

Did we give an honest indication of results that could be expected?

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

(if you require more space please write on back of form)  
 Thank you for taking the time to fill in this review

How was our customer service?  
 Very Bad  
 Bad  
 Poor  
 OK  
 Fair  
 Good  
 Very Good  
 Excellent  
 Outstanding

why the above?  
 Friendly.

What do you think about the finished results?  
 Very Bad  
 Bad  
 Poor  
 OK  
 Fair  
 Good  
 Very Good  
 Excellent  
 Outstanding

why the above?  
 excellent result.

Can our potential customers contact you to confirm what you have written about us?  
 YES / NO (circle your choice)