

# Customer Review Form



Reviews  
Proclene Limited  
88 Longhorn Avenue  
Gloucester  
GL1 2BZ

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

Name: **HARGREAVES**

Address: **KYDERMISTERS ROAD**

Town: **WINCHCOMBE**

City: **GLOUCESTERSHIRE** Post Code: **GL54**

Date: **27/06/2013**

Tel no: **104**

email address:

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

Why the above?  
**Same - Proclene**

What services 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 No If they Ask Definitely Recommend Highly Recommend

1/2/3/4/5/6/7/8/9/10/ **10+**

Would you use Proclene again?

Definitely No Maybe Definitely Only Proclene

1/2/3/4/5/6/7/8/9/10/ **10+**

Why did you choose us?  
**Great service last time**

What could we change to make your experience with us better?  
**Nothing**

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

What would you like to say, to our potential customers?  
**Friendly, reliable - great service and fantastic results.**

(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?.....

What do you think about the finished results?

Very Bad

Bad

Poor

OK

Fair

Good

Very Good

Excellent

Outstanding

Why the above?.....

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