

# Customer Review Form



Name: MR + MRS HANCOCK  
 Company:   
 Address: [REDACTED] TON ROAD  
 Town: BRISTOL  
 City: BRISTOL Post Code: BS16 [REDACTED]  
 Date: 13/1/14  
 Tel no: 0117 965 [REDACTED]  
 email address: [REDACTED] martha@ [REDACTED] .co.uk

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  

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Why the above?

**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 other companies?**

Definitely Not | if they Ask | Definitely Recommend | Highly Recommend  
 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 /  10 / 10+

**Would you use Proclene again?**

Definitely Not | Maybe | Definitely Proclene | Only Proclene  
 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 /  10 / 10+

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

**Why did you choose us?**

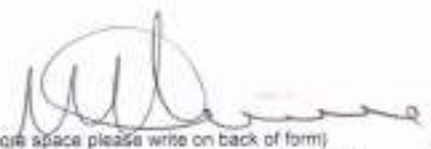
OFFERED A SERVICE SUITED TO WHAT WE WANTED DONE

**Did we arrive on time?**  Yes / NO  
 If NO please state how late we were

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

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

VERY GOOD AT GETTING ON WITH IT.  
 WORKS THROUGH TO COMPLETION & GIVES ADVICE WHEN NEEDED

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

**What do you think about The Finished Results?**

Very Bad Indeed | Okish | Excellent | Never expected to be this good  
 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 /  10 / 10+

Why the above?  
 UPHOLSTERY LOOKS VERY MUCH CLEANER

**What do you think about Our Customer Service?**

Very Bad Indeed | Okish | Excellent | Never expected to be this good  
 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 /  10 / 10+

Why the above?  
 BECAUSE IT WAS.

**Did you feel safe using Proclene?**  YES / NO  
**Would you say that Proclene are a reputable company?**  YES / NO