

# Customer Review Form



Name: MR KENNETH, CHARLES HANKINS

Address: SUFFOLK DRIVE

Town: GLoucester

City: GLAS Post Code: GL1

Date: 28-04-13

Tel no: 01452 506

email address: \_\_\_\_\_

Proclene Limited  
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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?**

Referred  Yell.com via Google  
 Used Proclene Before  Yell.com  
 CheckaTrade.com  Google  
 Cotswold Life  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?

**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

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

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

**Why did you choose us?**  
RECOMMENDED by ~~my~~ NEIGHBOUR

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

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

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

A VERY GOOD JOB DONE  
 AT A REASONAL PRICE  
 ALSO A FREINDLEY SERVICE

(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)