

Customer Review Form



Name: [REDACTED] **WITTS**

Company: [REDACTED]

Address: [REDACTED] **Close**

Town: **DRESELY**

City: **CLOS.** Post Code: **GL11 [REDACTED]**

Date: **25/01/2015**

Tel no: [REDACTED] **809531**

email address: **H.WITTS@ [REDACTED]**



Reviews
Proclene Limited
 88 Longhorn Avenue
 Gloucester
 GL1 2BZ

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

What service/s did we carry out?

- | | |
|--|--|
| <input checked="" type="checkbox"/> Carpet Cleaning - Domestic | <input type="checkbox"/> Carpet Cleaning - Comm. |
| <input type="checkbox"/> Upholstery Cleaning - Fabric | <input type="checkbox"/> Upholstery Cleaning - Comm. |
| <input type="checkbox"/> Upholstery Cleaning - Leather | <input type="checkbox"/> New Build Clean |
| <input type="checkbox"/> Upholstery Cleaning - Antique | <input type="checkbox"/> New Build Sparkle Clean |
| <input type="checkbox"/> Mattress Cleaning | <input type="checkbox"/> Office Cleaning |
| <input type="checkbox"/> Curtain Cleaning | <input type="checkbox"/> Carpet Supply & Install |
| <input type="checkbox"/> Stain Protection | <input type="checkbox"/> End of Tenancy Cleaning |
| <input type="checkbox"/> Rug Cleaning | <input type="checkbox"/> Odour Removal |
| <input type="checkbox"/> Stain Removal | <input type="checkbox"/> Sanitised Cleaning |

Why did you choose us?

FIRST AND ONLY COMPANY SPOKEN TO.

Have you used a cleaning company previously?

Yes NO

How have we compared? Much Worse Worse Same Better Much Better

--	--	--	--	--

Why the above?

Would you use Proclene again?

Definitely Not Maybe Definitely Only Proclene

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

Why the above?

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

YES

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

ALL WAS GOOD, ALTHOUGH GENERATOR (?) IN VAN WAS LOUD! EXP. FOR A SUNDAY MORNING!

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?

POLITE, FRIENDLY SERVICE, ARRIVED ON TIME, HARD WORKING INDIVIDUAL.

Did we arrive on time?

YES / NO

If NO please state how late we were

Did you feel safe using Proclene?

YES / NO

Would you say that Proclene are a reputable company? **BASED ON ONE OFF USE**

YES / NO

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?

STAINING / DISCOLOURATION GONE, MANY FURNITURE INDENTATIONS MUCH REDUCED.

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

FRIENDLY STAFF, EXCELLENT SERVICE / RESPONSE TIME. GIVE THEM A GO: IT'S CHEAPER THAN NEW CARPETS!

How happy would you be to recommend us?

Definitely Not If they Ask Definitely Highly Recommend

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

Why the above?

INDIVIDUAL WHO DID THE WORK WAS VERY PLEASANT AND POLITE, SEEMS GOOD VALUE FOR MONEY

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

Thank you for taking the time to fill in this review