

Customer Review Form



Name: [Redacted] HUGHES

Company: [Redacted]

Address: 23 [Redacted] Close

Town: CHELTENHAM

City: [Redacted] Post Code: GL513 [Redacted]

Date: 19/01/2016

Tel no: 01242-511 [Redacted]

email address: [Redacted]



Reviews
Proclene Limited
 88 Longhorn Avenue
 Gloucester
 GL1 2BZ
 tel: 0800 488 0117
 fax: 01452 764 075
 email: reviews@proclene.com
 www.proclene.com

What service/s did we carry out?

<input 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"/> Marble Floor Polishing
<input type="checkbox"/> Stain Protection	<input type="checkbox"/> Stone Floor Cleaning
<input type="checkbox"/> Rug Cleaning	<input checked="" type="checkbox"/> Odour Removal
<input type="checkbox"/> Stain Removal	<input type="checkbox"/> Sanitised Cleaning

Have you used a cleaning company previously?
 Yes / NO (Yes circled)

How have we compared? Much Worse | Worse | Same | Better | Much Better
 [] [] [] [] [X]

Why the above?
KNOWLEDGE FIND OUTCOME.

Why did you choose us? USED YOU BEFORE

Would you use Proclene again?

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

Why the above?
YOU DO THE JOB!

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

What could we change to make your experience with us better? GIVE HOLIDAYS TO THE BRANNERS FOR NICE CUSTOMERS

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+ (10 circled)

Why the above?
HELPFUL WHEN I CALLED FOR ADVICE OVER THE WEEKEND

Did we arrive on time? Yes / NO (Yes circled)
 If NO please state how late we were

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

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+ (10 circled)

Why the above?
NO ODOUR

What would you like to say to our potential customers?

GREAT KNOWLEDGE ON HOW TO TREAT SPILLS/ODOUR ETC. HAPPY TO GIVE THAT KNOWLEDGE FREELY. PROFESSIONAL WITH QUALITY RESULTS

How happy would you be to recommend us?

Definitely Not | If they Ask | Definitely Recommend | Highly Recommend
 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+ (10+ circled)

Why the above?
NOT YET BEEN DISAPPOINTED WITH SERVICE OR OUTCOME.

Thank you for taking the time to fill in this review