

# Customer Review Form



Name: **MRS. [REDACTED] EDWARDS**

Company: [REDACTED]

Address: **[REDACTED] FT CLOSE**

Town: **CHEPSTOW**

City: [REDACTED] Post Code: **NP16 7 [REDACTED]**

Date: **5th FEBRUARY 2016**

Tel no: **01291 62 [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 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"/> Marble Floor Polishing      |
| <input type="checkbox"/> Stain Protection                      | <input type="checkbox"/> Stone Floor 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?

**INTERNET SEARCH, AND LOCAL COMPANYS.**

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

**YES.**

## 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?

## 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?

## 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?

## Have you used a cleaning company previously?

Yes  NO

## How have we compared?

Much Worse      Worse      Same      Better      Much Better

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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?

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

## 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?

YES  NO

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

**YOU CAN TRUST PROCLENE TO DO A GOOD JOB.**

*[Handwritten Signature]*

Thank you for taking the time to fill in this review