

Name: ASHLEY JONES

Address: FLAT 1 SUFFALK DRIVE.

Town: GLOUCESTER

City: _____ Post Code: GL1 = _____

Date: 28/04/13

Tel no: 07704 120

email address: i999@hotmail.com

Proclene Limited
88 Longhorn Avenue
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?

What could we change to make your experience with us better?
A QUIETER AIR BLOWER WOULD BE GOOD IF THEY ARE AVAILABLE

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

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

FANTASTIC SERVICE, VERY FRIENDLY & PROFESSIONAL, A THOROUGH JOB BY A REAL EXPERT, EACH JOB APPROACHED DIFFERENTLY ACCORDING TO THE PARTICULAR PROBLEMS AND CARPET TYPE RATHER THAN THE CARPETS JUST BEING CLEANED THE SAME WAY, AND EVERYTHING IS EXPLAINED ALONG THE WAY.

(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)