

# Customer Review Form



Reviews  
Proclene Limited  
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Gloucester  
GL1 2BZ

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

Name: [Redacted] George  
Address: [Redacted] Garage Road  
Town: CROS  
City: CROS Post Code: GL1 [Redacted]  
Date: 24 July 2013  
Tel no: 01452 [Redacted]  
email address: [Redacted]

Have you used a carpet cleaning company previously?  
 Yes /  NO

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

					<input checked="" type="checkbox"/>
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Why the above?  
last time was a dry sand  
Carpet cleaner.

**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  
 Stain Removal

Odour Removal  
 Sanitised Cleaning

**How happy would you be to recommend us to anyone especially family & friends?**

Definitely Not If they Ask Definitely Recommend Highly Recommend

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

**Would you use Proclene again?**

Definitely Not Maybe Definitely Proclene Only Proclene

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

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

**Why did you choose us?**

Nice & Friendly Service

**Did we arrive on time?**  Yes /  NO  
If NO please state how late we were

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

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

What a fab 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?

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