

Customer Review Form



Name: MRS. [REDACTED] SHACKELL
 Address: [REDACTED] LODGE
 Town: [REDACTED]
 City: CHELTENHAM Post Code: GL5 [REDACTED]
 Date: 24th JULY 2013
 Tel no: [REDACTED] 714579
 email address: [REDACTED] @blueyonder.co.uk

Reviews
 Proclene Limited
 88 Longhorn Avenue
 Gloucester
 GL1 2BZ

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

Have you used a carpet cleaning company previously?
 Yes NO

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

Why the above? Very quick response.
 Friendly attitude, Professional, Great job done

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

How happy would you be to recommend us to anyone especially family & friends?
 Definitely Not | If they Ask | Definitely Recommend
 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+

Would you use Proclene again?
 Definitely Not | Maybe | Definitely Proclene Only
 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?
 CUSTOMER CARE & SERVICES OFFERED

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?
 I rang Craig at Proclene as we needed a quick response to an end of tenancy clean. I was very impressed with his customer care, knowledge of products & services and the professional manner that he carried out the cleaning the house carpets. I would thoroughly recommend his services. Great job done!

(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?
 spent time talking through the job &

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