

Customer Review Form



Name: TRACEY SMITH
 Company: YIANGOU ARCHITECTS
 Address: DYER HOUSE, 3 DYER ST
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 City: Post Code: GL72PP
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Reviews
 Proclene Limited
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 Gloucester
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How did you hear about us?

Referred Yell.com via Google
 Used Proclene Before Yell.com
 CheckaTrade.com Yellow Pages
 Cotswold Life Google
 Other..... Yahoo/Bing

Search Term Used? Carpet cleaning cirencester

Have you used a carpet cleaning company previously?
 Yes / ~~No~~

How have we compared?

Much Worse	Worse	Same	Better	Much Better
				✓

 Why the above?
Cleaned into edges / corners + plus moved furniture

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 other businesses?

Definitely Not If they Ask Definitely Highly Recommend

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

Would you use Proclene again?

Definitely Not Maybe Definitely 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?
LOOKED PROFESSIONAL

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

(if you require more space please write on back of form)
 Thank you for taking the time to fill in this review

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

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?
Old carpet given new lease of life. Looks much better

Can our potential customers contact you to confirm what you have written about us?
 YES / NO (circle your choice)