

# Customer Review Form



Name: MR [REDACTED] MEDCALF  
 Address: [REDACTED] COTTAGE  
 Town: STROUD.  
 City: [REDACTED] Post Code: GL6 9HW  
 Date: 11 JUNE 2013  
 Tel no: [REDACTED] 237.  
 email address: [REDACTED] @gmail.com

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?  
 N/A

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 family & friends?  
Definitely Not If they Ask Definitely Shout loudly

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

Would you use Proclene again?  
Definitely Not Maybe Definitely only You

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

What could we change to make your experience with us better?  
 NOTHING

Why did you choose us?  
 RAPID RESPONSE

What would you like to say, to our potential customers?  
 IF YOU WANT A PROFESSIONAL & EFFICIENT SERVICE THAT DELIVERS EXCELLENT RESULTS THEN USE THIS COMPANY.

(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?  
 QUICK, EFFICIENT & KEPT US INFORMED AT EACH STAGE

What do you think about the finished results?

Very Bad  
 Bad  
 Poor  
 OK  
 Fair  
 Good  
 Very Good  
 Excellent  
 Outstanding

why the above? A LOT BETTER THAN EXPECTED.

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