

Customer Review Form



Date: 13 Feb 2013

Name: P. Seymour

Address: 15103rd [redacted]

Town: Cheltenham

City: Cheltenham Post Code: GL54 [redacted]

Tel: 01288 [redacted] 68

Email: [redacted]

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 The Sun
 Yell Scoot
 Google This Is
 Yahoo Other _____

Search Term Used?.....

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
 End of Tenancy Cleaning

Why did you choose us?

Experienced

Did we give a clear 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?
.....

Have you used a carpet cleaning company previously?

Yes NO

How have we compared?

Worse. About the Same. Better. Much Better.

What was the last company you used?

Would you recommend us to friends & family? If not please state where we failed.

Yes. Definitely

Would you use us again? If not please state where we failed.

Yes.

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

Excellent, professional service with modern equipment. Very good customer relations.

(if you require more space please write on back of form)

Can our potential customers contact you to confirm what you have written about us?

YES NO
(circle your choice)

Thank you for taking the time to fill in this review