

# Customer Review Form



Date: 20/01/13

Name: Mrs Joan Brunner

Address: [REDACTED] ST

Town: TETBURY

City: GLOS Post Code: GL8 [REDACTED]

Tel: 07771 [REDACTED] 846

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           Cotswold Life

Search Term Used?.....

**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.

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

YES.

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

A very good job -  
clean workmanship  
- completed with a  
tennescoles guier.

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

**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?**

Location + web site.

**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?

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

YES    NO  
(circle your choice)