

Customer Review Form



Name:

Address:

Town:

City: Post Code:

Date:

Tel no:

email address:

Reviews
Proclene Limited
88 Longhorn Avenue
Gloucester
GL1 2BZ

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

How did you hear about us?

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

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
- Stain Removal
- Odour Removal
- Sanitised Cleaning

Why did you choose us?

Price and Availability

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?

Have you used a carpet cleaning company previously?

Yes NO

How have we compared?

Much Worse	Worse	Same	Better	Much Better
				✓

Why the above?

How happy would you be to recommend us to family & friends?

Definitely Not 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+ Definitely Shout loudly If they Ask

Would you use Proclene again?

Definitely Not 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+ Definitely Only You Maybe

What could we change to make your experience with us better?

Perfect

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

Friendly, reliable and excellent results

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

Thank you for taking the time to fill in this review

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