

# Customer Review Form



Reviews  
Proclene Limited  
88 Longhorn Avenue  
Gloucester  
GL1 2BZ

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

Name: [Redacted]  
 Company: [Redacted]  
 Address: [Redacted] SELKIRK ST  
 Town: CHELTENHAM  
 City: .. Post Code: GL52 [Redacted]  
 Date: 8/8/14  
 Tel no: 078724 [Redacted]  
 email address: [Redacted]

**What service/s did we carry out?**

Carpet Cleaning       Build Clean  
 Upholstery Cleaning - Fabric       Sparkle Clean  
 Upholstery Cleaning - Leather  
 Upholstery Cleaning - Antique  
 Mattress Cleaning  
 Curtain Cleaning       Carpet Supply & Install  
 Stain Protection       End of Tenancy Cleaning  
 Rug Cleaning       Odour Removal  
 Stain Removal       Sanitised Cleaning

**Have you used a cleaning company previously?**  
 Yes / NO

**How have we compared?**      Much Worse      Worse      Same      Better      Much Better  
 [ ] [ ] [ ] [X] [ ]

Why the above? *Better result. Than previous companies.*

**Why did you choose us?**

[Redacted]

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

[Redacted]

**Did we give an honest indication of results that could be expected?** *Yes.*

**Did we arrive on time?** Yes / NO  
 If NO please state how late we were

**Did you feel safe using Proclene?** YES / NO  
**Would you say that Proclene are a reputable company?** YES / NO

**What do you think about Our Customer Service?**

Very Bad Indeed      Okish      Excellent      Never expected to be this good  
 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+

Why the above?

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

[Redacted]

**What do you think about The Finished Results?**

Very Bad Indeed      Okish      Excellent      Never expected to be this good  
 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+

Why the above?

**How happy would you be to recommend us?**

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

**Would you use Proclene again?**

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

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