

Customer Review Form



Reviews
Proclene Limited
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Gloucester
GL1 2BZ
Phone: 0800 488 0117
Fax: 01452 303 612
email: reviews@proclene.com
www.proclene.com

Name: [Redacted]
 Company: [Redacted]
 Address: [Redacted] STURDINGTON ROAD
 Town: CHELTENHAM
 City: [Redacted] Post Code: GL53 [Redacted]
 Date: 21/8/14
 Tel no: [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

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Why the above?

Why did you choose us?
 found on line

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

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?

I've already had out of the other flat owners asking who had cleaned the carpet! They were very impressed it was! Thank you.

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

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

Would you use Proclene again?

Definitely Not Maybe Definitely Proclene Only

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