

Customer Review Form



Name: [Redacted] *Foley*

Address: [Redacted] *Juniper Court*

Town: *Cheltenham*

City: *Gloucestershire* Post Code: *GL51* [Redacted]

Date: *24/9/2013*

Tel no: *07525 47* [Redacted]

email address: [Redacted] *@mson.com*

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

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

How have we compared? Much Worse | Worse | Same | Better | Much Better
 [] [] [] [] []

Why the above?
Friendly service.

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

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

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 | Only Proclene

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

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

N/A

Why did you choose us? *first company that could come same day*

Did we arrive on time? Yes / NO *(Yes)*

If NO please state how late we were

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

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

Proclene really are a fantastic company. Great customer service. Same day service and now have great smelling and looking carpets. Thanks I shall recommend.

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

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?

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?

Did you feel safe using Proclene? YES / NO *(Yes)*

Would you say that Proclene are a reputable company? YES / NO *(Yes)*