

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] *TRUNG*

Address: [Redacted] *NEW RD*

Town: *EVERHAM*

City: [Redacted] Post Code: *WR11* [Redacted]

Date: *5/10/13*

Tel no: *07901* [Redacted]

email address: *gsrichard@* [Redacted]

How did you hear about us?

Referred Yell.com via Google
 Used Proclene Before Yell.com
 CheckaTrade.com Yellow Pages
 Seen Our Vans Google
 Other..... Yahoo/Bing

Search Term Used? *carpet cleaning*
LEADS

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

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

Why the above?

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 Odour Removal
 Stain Removal Sanitised Cleaning

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

Definitely Not | If they Ask | Definitely 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?

RECOMMENDED

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

If NO please state how late we were

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

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

AMAZING RESULTS - HIGHLY RECOMMENDED

(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**

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