

Name: [REDACTED] MCGUINN

Address: [REDACTED] KEBLE LAWNS

Town: FAIRFORD

City: GLOS Post Code: GL7 [REDACTED]

Date: 26<sup>th</sup> September 2013

Tel no: 01285 71 [REDACTED]

email address: KELS-194@ [REDACTED]

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

**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

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 Proclene / Only Proclene

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

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

Nothing

**Why did you choose us?**

GENUINE AND KNOWLEDGABLE

**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?** YES

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

Very friendly, efficient staff.  
 Helpful and informative.  
 Genuine, would definitely use again.  
 Thank you Craig.

(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?  
 Carpets looked better than expected

**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?  
 Friendly, prompt response, very helpful.

**Did you feel safe using Proclene?** YES / NO

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