

Reviews  
Proclene Limited  
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Gloucester  
GL1 2BZ

Phone: 0800 488 0117  
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email: reviews@proclene.com  
www.proclene.com

Name: [REDACTED] WESTWATER  
 Address: [REDACTED] MARHAM DRIVE  
 Town: KINGSWAY  
 City: GLOS Post Code: GL2 [REDACTED]  
 Date: 18/09/2013  
 Tel no: 07768 [REDACTED]  
 email address: joannawestwater@[REDACTED]

**How did you hear about us?**

Referred  
 Used Proclene Before  
 CheckaTrade.com  
 Cotswold Life  
 Other... VAN @ TESCOs  
 Yell.com via Google  
 Yell.com  
 Yellow Pages  
 Google  
 Yahoo/Bing

Search Term Used?.....

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

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

If they Ask

Definitely Recommend

**Would you use Proclene again?**

Definitely Not 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+ (10 circled)

Maybe

Definitely Only Proclene

**What could we change to make your experience with us better?**  
 NOTHING

**Why did you choose us?**

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

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?**

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

Okish

Excellent

Never expected to be this good

Why the above?

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

Very Bad Indeed 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+ (10 circled)

Okish

Excellent

Never expected to be this good

Why the above?

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

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