

# Customer Review Form



Name: Miss [redacted] FAULKNER  
 Address: [redacted] MICHAELS MEAD  
 Town: CIRENCESTER  
 City: [redacted] Post Code: GL7 [redacted]  
 Date: 2.10.13  
 Tel no: 01285 [redacted]  
 email address: cadya.faulkner@[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

**How did you hear about us?**

Referred  Yell.com via Google  
 Used Proclene Before  Yell.com  
 CheckaTrade.com  Yellow Pages  
 Cotswold Life  Google  
 Other... *Recommended*...  Yahoo/Bing

Search Term Used?.....

**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 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?**

*A quieter machine !!*

**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?**

*Yes*

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

*Very satisfied.*

(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