



Name: STEVE HILLIER + EMMA PEMBERTON  
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Reviews  
 Proclene Limited  
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 Gloucester  
 GL1 2BZ

Phone: 0800 488 0117  
 Fax: 01452 303 612  
 www.proclene.com  
 email: reviews@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.....  Yahoo/Bing

Search Term Used? Carpet Cleaning Newent

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

**How have we compared?**

Much Worse	Worse	Same	Better	Much Better

Why the above? N/A.

**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 family & friends?**

Very Unlikely If they Ask Definitely Shout loudly  
 1/2/3/4/5/6/7/8/9/10/10+ (9)

**Would you use Proclene again?**

Very Unlikely Maybe Definitely Only You  
 1/2/3/4/5/6/7/8/9/10/10+ (9)

**What could we change to make your experience with us better?**  
N/A.

**Why did you choose us?**  
friendly service at quote stage and competitive price

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

Very good results + a thorough approach while maintaining good contact with customer throughout visit.

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

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

**How was our customer service?**

Very Bad  
 Bad  
 Poor  
 OK  
 Fair  
 Good  
 Very Good  
 Excellent  
 Outstanding

why the above?

**What do you think about the finished results?**

Very Bad  
 Bad  
 Poor  
 OK  
 Fair  
 Good  
 Very Good  
 Excellent  
 Outstanding

why the above?

**Can our potential customers contact you to confirm what you have written about us?**  
 YES  NO   
 (circle your choice)