

Customer Review Form



Name: Jane [redacted]
 Company: [redacted]
 Address: [redacted] Watery Lane
 Town: Newent
 City: Glos Post Code: GL18 1 [redacted]
 Date: 14.10.15
 Tel no: [redacted] 905827
 email address: [redacted]@gmail.com



Reviews
 Proclene Limited
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 Gloucester
 GL1 2BZ
 Phone: 0800 488 0117
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What service/s did we carry out?

Carpet Cleaning - Domestic Carpet Cleaning - Comm.
 Upholstery Cleaning - Fabric Upholstery Cleaning - Comm.
 Upholstery Cleaning - Leather New Build Clean
 Upholstery Cleaning - Antique New Build Sparkle Clean
 Mattress Cleaning Office Cleaning
 Curtain Cleaning Carpet Supply & Install
 Stain Protection End of Tenancy Cleaning
 Rug Cleaning Odour Removal
 Stain Removal Sanitised Cleaning

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

How have we compared? Much Worse Much Better

| | | | | |
|-------|-------|------|--------|--------|
| Worse | Worse | Same | Better | Better |
|-------|-------|------|--------|--------|

Why the above?

Why did you choose us?

Googled company

Would you use Proclene again?

Definitely Not Maybe Definitely Only Proclene

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

Why the above?

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

Yes

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

Nothing

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?

Great service

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

If NO please state how late we were

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?

Fantastic results

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

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

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

would definitely recommend. Fast, efficient, friendly and great results

How happy would you be to recommend us?

Definitely Not If they Ask Definitely Recommend Highly

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

Why the above?

Great service, great results

Please continue overleaf

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