

Customer Review Form



Name: [redacted] Dickens

Address: [redacted] Croft

Town: Hillisley

City: W-U-E Post Code: GL12 [redacted]

Date: 30/5/13

Tel no: 01453- [redacted]

email address: landickens126a [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
- Used Proclene Before
- CheckaTrade.com
- Cotswold Life
- Other.....
- Yell.com via Google
- Yell.com
- Yellow Pages
- Google
- 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?
 Prepared to clean blinds, which other company wasn't.

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 family & friends?

Definitely Not 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+
If they Ask
 Definitely Shout loudly

Would you use Proclene again?

Definitely Not 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+
Maybe
 Definitely Only You

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

Why did you choose us?

Relatively close by - comprehensive service.

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

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

What do you think about the finished results?

- Very Bad
- Bad
- Poor
- OK
- Fair
- Good
- Very Good
- Excellent
- Outstanding

why the above?

why the above?
 One blind was badly stained & this couldn't all be removed

(if you require more space please write on back of form)

Thank you for taking the time to fill in this review

Can our potential customers contact you to confirm what you have written about us?

YES / ~~NO~~
 (circle your choice)