

# Customer Review Form



Name: **Lucy Switchgear Ltd**

Company: **Unit 14, Thorpe Lane**

Address: **Thorpe Way Industrial Estate**

Address: **Banbury**

Town: **Oxon. OX16 4UT**

City: **Tel: (01295) 27 [REDACTED]** Post Code: [REDACTED]

Date: **28-05-2013**

Tel no: [REDACTED]

email address: [REDACTED] **lucy@switchgear.com**

Reviews  
Proclene Limited  
88 Longhorn Avenue  
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

Used Proclene Before

CheckaTrade.com

Cotswold Life

Other.....

Search Term Used? **CARPET** [REDACTED]

**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

Stain Removal

Odour Removal

Sanitised Cleaning

**How happy would you be to recommend us to other businesses?**

Definitely Not      If they Ask      Definitely      Shout loudly

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

**Would you use Proclene again?**

Definitely Not      Maybe      Definitely      Only You

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

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

**Nothing**

**Why did you choose us?**

**Proximity + Availability**

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

**Excellent & Efficient Service**

(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)