

Customer Review Form



Name: [Redacted] **Reis**

Address: [Redacted] **Warwick Avenue**

Town: **TUFFLEY**

City: **Gloucester** Post Code: **GL4-** [Redacted]

Date: **1-06-2013**

Tel no: [Redacted] **7729**

email address: [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

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
- Stain Removal
- Odour Removal
- Sanitised Cleaning

How happy would you be to recommend us to family & friends?

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?

Why did you choose us?

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

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

*I recomended
 To everybody*

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?

(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)