

Name: MIKE RICHARDS

Address: ENSTONE

Town: CHIPPING NORTON

City: \_\_\_\_\_ Post Code: OX7

Date: 30/4/13

Tel no: 01608 678

email address: \_\_\_\_\_@btinternet.com

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Gloucestershire  
GL1 2BZ

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

**How did you hear about us?** \*LOCAL ADVERTISER

Referred  Yell.com via Google

Used Proclene Before  Yell.com

CheckaTrade.com  Google

Cotswold Life  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?  
MORE FEEDBACK GIVEN ON TASK + ONGOING CARE

**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

**Would you recommend us to family & friends?**  
If not please state where we failed.

YES

**Would you use us again?**  
If not please state where we failed.

YES

**Why did you choose us?**

SAW FEEDBACK FROM CUSTOMER

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

NIL

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

YES

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

YOU WILL NOT BE DISAPPOINTED

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

Thank you for taking the time to fill in this review

**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)