

Customer Review Form



Reviews
Proclene Limited
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Gloucester
GL1 2BZ

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www.proclene.com

Name: MRS [redacted] GRAY
Address: THE RYELANSS
Town: NAWENT
City: GLOS Post Code: GL18 [redacted]
Date: 31/9/2013
Tel no: 01531 [redacted]
email address: p[redacted]

Have you used a carpet cleaning company previously?
Yes NO

How have we compared? Much Worse Worse Same Better Much Better
[] [] [x] [] []

Why the above?
PREVIOUS COMPANY ALSO VERY GOOD BUT IN DIFFERENT LOCATION/ADDRESS

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 anyone especially family & friends?
 Definitely Not If they Ask Definitely Recommend
 1/2/3/4/5/6/7/8/9/10/10+

Would you use Proclene again?
 Definitely Not Maybe Definitely Only Proclene
 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?
 FROM WEBSITE + REVIEW FEEDBACK ON SITE

Did we arrive on time? Yes NO
 If NO please state how late we were

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

What would you like to say, to our potential customers?
 I would definitely recommend the service which was hassle free and very professional.
 (if you require more space please write on back of form)
 Thank you for taking the time to fill in this review

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?
 CARPETS + UPHOLSTERY GOOD AS NEW

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?
 VERY HELPFUL + NEAT WORKING ROUTE

Did you feel safe using Proclene? YES / NO

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