

# Customer Review Form



Reviews  
Proclene Limited  
88 Longhorn Avenue  
Gloucester  
GL1 2BZ

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

Name: MRS HOWITT

Address: 1 PERROTT BROAD

Town: CIRENCESTER

City: GLOS. Post Code: GL7

Date: 18-8-2013

Tel no: 01285

email address: howitt@

**Have you used a carpet cleaning company previously?**  
Yes / NO (Yes circled)

**How have we compared?** Much Worse | Worse | Same | Better | Much Better (checkmark in last box)

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 anyone especially family & friends?**

Definitely Not | If they Ask | Definitely Recommend (Highly)

1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+ (10 circled)

**Would you use Proclene again?**

Definitely Not | Maybe | Definitely Only Proclene

1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+ (10 circled)

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

**Why did you choose us?**

*Good advert.*

**Did we arrive on time?** Yes / NO (Yes circled)

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?**

*Good reliable service.*

(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+ (10 circled)

Why the above?

**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+ (10 circled)

Why the above?

**Did you feel safe using Proclene?** YES / NO (YES circled)

**Would you say that Proclene are a reputable company?** YES / NO (YES circled)