



Name: J. SPOWLE FOR G.E. RIGAN  
 Address: [REDACTED] LANGCOTE RD  
 Town: STROUD  
 City: [REDACTED] Post Code: GL5 [REDACTED]  
 Date: 03/05/13  
 Tel no: 01453 75 [REDACTED]  
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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  Yell.com via Google  
 Used Proclene Before  Yell.com  
 CheckaTrade.com  Yellow Pages  
 Cotswold Life  Google  
 Other.....  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
			<input checked="" type="checkbox"/>	

Why the above?  
 BETTER EQUIPED

**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

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

Very Unlikely If they Ask Definitely Shout loudly  
 1/2/3/4/5/6/7/8/9/10/10+  
 10/10+

**Would you use Proclene again?**

Very Unlikely Maybe Definitely Only You  
 1/2/3/4/5/6/7/8/9/10/10+  
 10/10+

**What could we change to make your experience with us better?**  
 NONE

**Why did you choose us?**

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

GOOD PROFESSIONAL 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)