

Customer Review Form



Date: 5/4/13
Name: WINRAM
Address: CULVER VIEW
Town: _____
City: _____ Post Code: _____
Tel: _____
Email: _____

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Gloucester
Gloucestershire
GL1 2BZ

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Fax: 01452 303 612
www.proclene.com
email: reviews@proclene.com

How did you hear about us?

<input type="checkbox"/> Referred	<input type="checkbox"/> The Sun
<input type="checkbox"/> Yell	<input type="checkbox"/> Scoot
<input type="checkbox"/> Google	<input type="checkbox"/> This Is
<input type="checkbox"/> Yahoo	<input type="checkbox"/> Other _____

Search Term Used? used before

Have you used a carpet cleaning company previously

Yes NO

How have we compared?

Worse. About the Same. Better. Much Better.

What was the last company you used?

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

Yes

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

Yes

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

Very good results

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

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
 End of Tenancy Cleaning

Why did you choose us?

Excellent results last time

Did we give a clear 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't tell yet!
.....
.....

Can our potential customers contact you to confirm what you have written about us?

YES NO
(circle your choice)