

Customer Review Form

All personal information will remain confidential & not passed on



Reviews
Proclene Limited
 88 Longhorn Avenue
 Gloucester
 GL1 2BZ
 tel: 0800 488 0117
 fax: 01452 764 075
 email: reviews@proclene.com

Name: P. LANE
 Company:
 Address: [Redacted] COVER [Redacted]
 Town: EARL CLOOME
 City: WOLLESTON Post Code: WR8 [Redacted]
 Date: 13/10/16
 Tel no: 01817 [Redacted]
 email address: [Redacted] uab2e@btinternet.com

What service/s did we carry out?
 Commercial Domestic
 Deep Clean Restoration Maintenance

Carpet Cleaning
 Rug Cleaning type of rug:
 Upholstery Cleaning - Leather
 Upholstery Cleaning - Fabric
 Upholstery Cleaning - Antique Tile & Grout Cleaning
 Mattress Cleaning Marble Floor Polishing
 Stain Removal Stone Floor Cleaning
 Stain Protection Odour Removal

Have you used a cleaning company previously? Yes/NO
 Did we provide a service that was (Yes) / NO

Much Worse	Worse	Same	Better	Much Better
				✓

 Why the above?
 CARPETS LOOK CLEANER, FRESH.

Why did you choose Proclene?
 YOUR ADD LOOK GOOD + YOU ARE LOCAL

Did we provide a service that was worth every penny? Yes/NO
 (Yes) NO

Would you use Proclene again?
 Definitely Not Maybe Definitely ^{Only Proclene}
 1/2/3/4/5/6/7/8/9/10/ (10+)
 Why the above? AS I WOULD LIKE TO USE TRADE
 I CAN TRUST

Did we give an honest indication of results that should be expected? and did we deliver on what we said?

What could we change to make your experience with us better? NOTHING

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?
 VERY CLEAN FRESH LOOKING CARPETS. STAIN FREE.

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

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 FRIENDLY STAFF, ON TIME, NO HASSLES.

Did you feel safe using Proclene? YES/NO
 (YES) NO
Would you say that Proclene are a reputable company? YES/NO
 (YES) NO

What would you like to say to our potential customers?
 GOOD RELIABLE, FRIENDLY STAFF
 FANTASTIC RESULTS.

How happy would you be to recommend us?
 Definitely Not If they Ask Definitely ^{Highly Recommend}
 1/2/3/4/5/6/7/8/9/10/ (10+)
 Why the above?
 AS YOU GOOD!