

Customer Review Form

Name: MRS MANNING

Company: _____

Address: ORCHARD [redacted]

Town: GROVE

City: _____ Post Code: OX12 [redacted]

Date: 21-3-16

Tel no: 0774011 [redacted]

email address: mele [redacted]



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

What service/s did we carry out?

- | | |
|--|--|
| <input checked="" type="checkbox"/> Carpet Cleaning - Domestic | <input type="checkbox"/> Carpet Cleaning - Comm. |
| <input checked="" type="checkbox"/> Upholstery Cleaning - Fabric | <input type="checkbox"/> Upholstery Cleaning - Comm. |
| <input type="checkbox"/> Upholstery Cleaning - Leather | <input type="checkbox"/> New Build Clean |
| <input type="checkbox"/> Upholstery Cleaning - Antique | <input type="checkbox"/> New Build Sparkle Clean |
| <input type="checkbox"/> Mattress Cleaning | <input type="checkbox"/> Office Cleaning |
| <input type="checkbox"/> Curtain Cleaning | <input type="checkbox"/> Marble Floor Polishing |
| <input checked="" type="checkbox"/> Stain Protection | <input type="checkbox"/> Stone Floor Cleaning |
| <input type="checkbox"/> Rug Cleaning | <input type="checkbox"/> Odour Removal |
| <input type="checkbox"/> Stain Removal | <input type="checkbox"/> Sanitised Cleaning |

Have you used a cleaning company previously?

Yes / NO

How have we compared?

Much Worse	Worse	Same	Better	Much Better

Why the above?

Why did you choose us?

From information provided on your website

Would you use Proclene again?

Definitely Not Maybe Definitely Proclene Only Proclene

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

Why the above?

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

Yes

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

Nothing

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?

Service was excellent

Did we arrive on time?

YES / NO

If NO please state how late we were:

Did you feel safe using Proclene?

YES / NO

Would you say that Proclene are a reputable company?

YES / NO

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 good, chairs came up really clean, and carpet looks great.

How happy would you be to recommend us?

Definitely Not If they Ask Definitely Recommend Highly Recommend

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

Why the above?

I cannot fault the service provided.

What would you like to say to our potential customers?

I would highly recommend. Provided an excellent service from start to finish.