

**Customer Review Form**  
All personal information will remain confidential & not passed on

Name: MRS [REDACTED] WESTON

Company: [REDACTED]

Address: 4 [REDACTED] CRESCENT

Town: SWINDON

City: WILTS Post Code: SN2 [REDACTED]

Date: 12-12-2016

Tel no: 01793 511 [REDACTED]

email address: [REDACTED]



Reviews  
Proclene Limited  
88 Longhorn Avenue  
Gloucester  
GL1 2BZ  
tel: 0800 488 0117  
fax: 01452 764 075  
email: reviews@proclene.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 carpet cleaning company previously?** Yes / ~~NO~~

**Did we provide a service that was**

Much Worse	Worse	Same	Better	Much Better
				✓

**Why the above?**  
MUCH CLEANER

**Why did you choose Proclene?**  
RECOMMENDED BY FAMILY.  
THOUGHT WE WOULD TRY THEM

**Did we provide a service that was worth every penny?** Yes / ~~NO~~

**Would you use Proclene again?**  
 Definitely Not Maybe Definitely Only Proclene  
 1/2/3/4/5/6/7/8/9/ (10) / 10+

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

**What could we change to make your experience with us better?**  
NO THING.

**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+

**Did we arrive on time?** Yes / ~~NO~~  
If NO please state how late we were

**Why the above?**  
ITS TRUE

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

**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+

**What would you like to say to our potential customers?**  
EXCELLENT  
PROFESSIONAL  
CARPET CLEANERS

**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 ABOVE