

# 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

Company Name: \_\_\_\_\_

Name: **WRIGHT**

Address: **BLACKEN HOUSE**

Town: **COMLEY PARK DURSLEY**

City: **GL05** Post Code: **GL11**

Date: **16.02.17**

Tel no: **078522**

email address: **@hotmail.co.uk**

**What service/s did we carry out?**

Deep Clean  Restoration  Maintenance

Carpet Cleaning

Rug Cleaning type of rug: \_\_\_\_\_

Upholstery Cleaning - Leather

Upholstery Cleaning - Fabric

Upholstery Cleaning - Antique

Mattress Cleaning

Stain Removal

Stain Protection

Tile & Grout Cleaning

Marble Floor Polishing

Stone Floor Cleaning

Odour Removal

**Have you used a carpet cleaning company previously?**  Yes /  NO

**When compared to previous company was our service**

Much Worse	Worse	Same	Better	Much Better
			<input checked="" type="checkbox"/>	

**Why the above?**  
*more friendly + professional*

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

**Why did you choose Proclene?**  
*found on internet*

**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?**

**Did we give an honest indication of results that should be expected? and did we deliver on what we said?**  
*yes - delivered better than expected*

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

**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?**

**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 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?**

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

**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?**