

# Customer Review Form

All personal information will remain confidential & never passed on.



Company Name: \_\_\_\_\_  
 Name: [REDACTED] DEE  
 Address: [REDACTED] MERLIN CLOSE, BRIMMINGTON  
 Town: GLOUCESTER  
 City: \_\_\_\_\_ Post Code: GL3 4 [REDACTED]  
 Date: 11/1/2018  
 Tel no: 07705 [REDACTED]  
 email address: \_\_\_\_\_



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?  
 Deep Clean  Restoration  Maintenance  
 Carpet Cleaning - Type: Armstrong Wool  
 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  
 The service Proclene provided was \_\_\_\_\_  
 Why the above?  
IT WAS A BETTER CLEAN ALL ROUND

Why did you choose Proclene?  
GOOD REVIEWS + USED BY THE COMPANY I WORK FOR.

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

Would you use Proclene again?  
 Definitely Not  Maybe  Definitely  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

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

What do you think about The Finished Results?  
 Very Bad Indeed  Okish  Excellent  10+  
 Why the above?  
NEVER EXPECTED TO BE THIS GOOD

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

What do you think about Our Customer Service?  
 Very Bad Indeed  Okish  Excellent  10+  
 Why the above?  
VERY COURTEOUS + POLITE.

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

What would you like to say to our potential customers?  
PROCLENE ARE A VERY PROFESSIONAL COMPANY VERY PROMPT + DELIVER THE RESULTS THEY SAY THEY CAN.

How happy would you be to recommend us?  
 Definitely Not  If they Ask  Definitely  10+  
 Why the above?