

Customer Review Form

All personal information will remain confidential & never passed on.



Company Name: _____
 Name: **RUTHERFORD**
 Address: **SHAKESPEARE AVENUE**
 Town: **PODSMEAD**
 City: **GLOUCESTER** Post Code: **GL**
 Date: **7th Oct 2020**
 Tel no: **01452** _____
 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: _____
 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

How did we compare to your previous providers?
 The service Proclene provided was

Worse	Same	Better	MUCH Better	Beyond Comparison

 Why the above?

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

Why did you choose Proclene?
GOOD REVIEWS + SATISFIED CUSTOMERS

Would you use Proclene again?
 Definitely Not

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

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

1	2	3	4	5	6	7	8	9	10	10+
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 Only Proclene

1	2	3	4	5	6	7	8	9	10	10+
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 Why the above?
HAPPY WITH RESULTS

Did we give you an honest indication of the results that you should expect before starting? Yes NO
and did we deliver on what we promised? Yes NO

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

What do you think about the Finished Results?
 Very Bad Indeed

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

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

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

1	2	3	4	5	6	7	8	9	10	10+
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 Why the above?
CARPET BADLY STAINED IN PLACES

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

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 Customer Service?
 Very Bad Indeed

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

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

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

1	2	3	4	5	6	7	8	9	10	10+
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 Why the above?
PLEASANT + FRIENDLY HELPFUL MAN

What would you like to say to any potential customer?
GO AHEAD WITH THIS GO. NO PROBLEMS

How happy would you be to recommend us?
 Definitely Not

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

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

1	2	3	4	5	6	7	8	9	10	10+
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 Highly Recommend

1	2	3	4	5	6	7	8	9	10	10+
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 Why the above?
PLEASED WITH RESULTS