

Customer Review Form

All personal information will remain confidential & never passed on.



Company Name: _____
 Name: MRS [REDACTED] CURTIS
 Address: [REDACTED] GROSVENOR RD
 Town: SWINDON, WILTSHIRE
 City: _____ Post Code: SN1 [REDACTED]
 Date: 08/10/20
 Tel no: 0179348 [REDACTED]
 email address: [REDACTED] curtis@hotmail.com



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: VARIOUS
 Rug Cleaning - type of rug: VARIOUS
 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

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?
INTERNET REVIEWS

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?
HAPPY WITH A GOOD JOB DONE

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?
NO OBVIOUS AREAS FOR IMPROVEMENT

What do you think about the Finished Results?

Very Bad Indeed		Acceptable						Excellent		Amazing
1	2	3	4	5	6	7	8	9	10	10+

Why the above?
LOOKS GOOD

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

Why the above?
ALWAYS AVAILABLE AT THE END OF THE PHONE. ARRIVES ON TIME

What would you like to say to any potential customer?
THESE ARE PEOPLE YOU CAN TRUST

How happy would you be to recommend us?

Definitely Not			Possibly				Definitely			Highly Recommend
1	2	3	4	5	6	7	8	9	10	10+

Why the above?
WE WOULD USE AGAIN OURSELVES GREG WAS EXCELLENT