

# Customer Review Form

All personal information will remain confidential & never passed on.



Company Name: [REDACTED]  
 Name: MR STEVE [REDACTED]  
 Address: [REDACTED] KANE  
 Town: DEVIZES  
 City: [REDACTED] Post Code: SN10 [REDACTED]  
 Date: 07 Nov 2022  
 Tel no: 077 [REDACTED]  
 email address: STEVE.SC [REDACTED]@GMAIL.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: WHOLE HOUSE  
 Rug Cleaning - type of rug: .....  
 Upholstery Cleaning - Leather  
 Upholstery Cleaning - Fabric  
 Upholstery Cleaning - Antique  Tile & Grout Cleaning  
 Mattress Cleaning  Amtico Clean & Seal  
 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?**  
 SERVICE OFFERED FOLLOWING HOME DECORATION.

**Would you use Proclene again?**  
 Definitely Not Maybe Definitely **Only Proclene**  

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

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

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

**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+
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 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 consider Proclene to be 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+
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 Why the above?

**What would you like to say to any potential customer?**  
 AN EXCELLENT SERVICE PROVIDED BY A PROFESSIONAL AND COURTEOUS ENGINEER.  
 IT IS RARE THAT COMPANY MEETS ALL OF THEIR CLAIMED PERFORMANCE, BUT IN THE CASE OF PROCLENE EVERY WORD IS TRUE.

**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+
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 Why the above?

Please Turn Over