

Customer Review Form

All personal information will remain confidential & never passed on.



Company Name: _____
 Name: LYNN _____
 Address: _____ ROCK ROAD _____
 Town: DEVAUDEN _____
 City: _____ Post Code: NP16 _____
 Date: 15.03.23
 Tel no: 01600 860 _____
 email address: LYNN@16toneways.co.uk



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
- Mattress Cleaning
- Stain Removal
- Stain Protection
- Tile & Grout Cleaning
- Amtico Clean & Seal
- 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?

Phoned several companies found on Google. Proclene/Craig most informative, although not the cheapest

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?

Very satisfied with work & customer communication

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+

Why the above?

Really clean & all stains cleared up well.

Did we arrive on time? Yes NO

If NO please state how late we were

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?

What would you like to say to any potential customer?

No problems in recommending Proclene. Service very good. Results excellent. Careg was polite, efficient, careful of our property & professional. Very hard working & conscientious.

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?