

Customer Review Form

All personal information will remain confidential & never passed on.



Company Name: _____
 Name: Lesley [redacted]
 Address: [redacted] Farnham Road
 Town: Oxford
 City: U Post Code: OX2 [redacted]
 Date: 24th April '22
 Tel no: 01865 55 [redacted]
 email address: [redacted]@aol.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 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?

Excellent service from Greg.

Did we provide a service that was worth every penny?

Yes NO

Why did you choose Proclene?

Good reviews

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?

10+

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?

The service was very good.

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?

10 + it was amazing considering the condition of the chairs.

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 would you like to say to any potential customer?

Greg worked very hard to achieve the best result for us -- and the finished job was more than I'd hoped.

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?

10

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?

10+