

# Customer Review Form

All personal information will remain confidential & never passed on.



Company Name: N/A - Residential Job

Name: Ashley [redacted]

Address: [redacted] Blackwater way

Town: Longlevens

City: Gloucester Post Code: GL2 [redacted]

Date: 02/03/2023

Tel no: 0775 [redacted]

email address: [redacted]



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: Wool / Synthetic
- 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?

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? Tech cleaning ~~was~~ was a really great person

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?

Digitise this review form.

## 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?

Excellent service,  
 I couldn't be happier!  
 Proclene staff are so nice!!

## 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?