

# Customer Review Form

All personal information will remain confidential & never passed on.



Company Name: \_\_\_\_\_  
 Name: JENNY W [REDACTED]  
 Address: [REDACTED] CRESCENT  
 Town: TUTSHILL, NR CHEPSTOW  
 City: CHEPSTOW Post Code: NP16 [REDACTED]  
 Date: 25/07/24  
 Tel no: 07743 [REDACTED]  
 email address: \_\_\_\_\_

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 MIX ?  
 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?**  
 YET AGAIN - PLEASED WITH RESULT

**Did we provide a service that was worth every penny?**  
 Yes  NO

**Why did you choose Proclene?**  
 USED THEM BEFORE I WAS PLEASED WITH SERVICE & RESULT

**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?  
 GOOD SERVICE - NO MESS - GOOD RESULT

**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?**  
 NO PROBLEMS WITH PRESENT

**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?  
 GOOD CLEAN SUITE & CARPET AFTER CLEANING

**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?  
 VERY SATISFIED

**Did you feel safe using Proclene?** Yes  NO   
**Would you consider Proclene to be a reputable company?** Yes  NO

**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?  
 WOULD BE HAPPY TO RECOMMEND NO PROBLEMS, VERY TIDY

**What would you like to say to any potential customer?**

Please Turn Over