

Customer Review Form

All personal information will remain confidential & never passed on.



Company Name: Thymus Hotel
 Name: DOMINIC De Sa
 Address: Thymus Hotel
 Town: Southrop Manor East
 City: Glastonbury Post Code: GL7 3NX
 Date: 23/01/18
 Tel no: _____
 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: stair & corridor
 Rug Cleaning - type of rug: _____
 Upholstery Cleaning - Leather
 Upholstery Cleaning - Fabric
 Upholstery Cleaning - Antique
 Mattress Cleaning
 Stain Removal
 Stain Protection
 Tile & Grout Cleaning
 Marble Floor Polishing
 Stone Floor Cleaning
 Odour Removal

Have you used a carpet cleaning company previously? Yes / NO
 The service Proclene provided was _____
 Why the above?
 Did we provide a service that was worth every penny? Yes / NO

Why did you choose Proclene?
Simple they are the best.

Would you use Proclene again?
 Definitely Not 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+ Definitely 10+
 Why the above?

Did we give an honest indication of results that should be expected? and did we deliver on what we said?
Yes

What could we change to make your experience with us better?
we are happy with proclene

What do you think about The Finished Results?
 Very Bad Indeed 10+ Okish Excellent 10+ Never expected to be this good
 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+
 Why the above?

Did we arrive on time? Yes / NO
 If NO please state how late we were

What do you think about Our Customer Service?
 Very Bad Indeed 10 Okish Excellent 10+ Never expected to be this good
 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+
 Why the above?

Did you feel safe using Proclene? YES / NO
 Would you say that Proclene are a reputable company? YES / NO

How happy would you be to recommend us?
 Definitely Not 10 If they Ask Definitely 10+ Highly Recommended
 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 10+
 Why the above?

What would you like to say to our potential customers?
 * Can trusted
 * He did excellent job
 * Value for money
 * He did very excellent job and also tidy up the furniture.
 Well done mate.