



Dear Mr. & Mrs. Joshi

Order Ref: 940

Date: 1.7.19

As a long established local company we are keen to continually improve our service by learning from our customers.

We would appreciate it if you would help us by describing your overall impression of our service from your recent experience with us.

We had a great experience with Ashford when designing and installing our new wardrobes. Right from our visit to the showroom to planning our installation and the fitting, everything went smoothly with great professionalism and communication throughout. The aftercare was also exemplary and any bugs ironed out efficiently. We would highly recommend Ashford for their great design, efficient implementation of any kitchen or wardrobe project and their customer service.

Please tick the boxes under the appropriate headings to indicate your response to each question.

Showroom experience

	Excellent	Good	Average	Poor	Disappointing
What was your impression of our showroom?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How would you describe our showroom staff?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Designer experience

	Excellent	Good	Average	Poor	Disappointing
How effective were we in understanding and interpreting your requirements correctly?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To what standard were the plans and visuals presented to you?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PLEASE TURN OVER

Technical Survey & Paperwork

Excellent Good Average Poor Disappointing

How did you find the pre-installation survey?

How clear and thorough was our paperwork?

Installation

Excellent Good Average Poor Disappointing

How would you describe the standard of installation work?

How would you describe the overall level of service provided by the fitters?

Overall

How would you rate our service and your experience?

Excellent Very Good Good Average Poor Very Poor Disappointing

Would you recommend our services?

Yes No

Many thanks for completing our survey. Your feedback is very much appreciated.

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