

Dear Mr + Mrs McNeillie

Order Ref: 1015

Date: 5/04/20

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.

From start to finish, our experience of Ashford Kitchens was a very positive one. Our first contact was with Sam who was patient, informative and professional from the outset. He gently led us through the maze of options and possibilities, without being 'pushy'. He gave us ideas of what was possible, listened to our needs and came up with a practical and workable design. When we had to make a few adjustments, he listened and between us came up with solutions.

The time scale for installation worked perfectly and all the fitters and trades people were friendly and helpful. They worked together well and we were very impressed with how the jobs were completed in good time and to a very high standard. Any 'issues' (damaged dishwasher, door etc) were dealt with swiftly and rectified, which took all the stress away from us! The people who took away the rubbish came when they were suppose to, were very pleasant and did a good job.

(PTO)*

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?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How clear and thorough was our paperwork?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Installation

	Excellent	Good	Average	Poor	Disappointing
How would you describe the standard of installation work?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How would you describe the overall level of service provided by the fitters?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall

How would you rate our service and your experience?

Excellent	Very Good	Good	Average	Poor	Very Poor	Disappointing
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Would you recommend our services?

Yes	No
<input checked="" type="checkbox"/>	<input type="checkbox"/>

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

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* Finally, Ashford wouldn't 'sign off' our kitchen until we (and they) were very very happy with everything. Nick was always so helpful with all of this and once again, patient! We must also mention Amy who was always very efficient and knew what was going on!

Thank you to everyone at Ashford for a virtually 'pain free' experience and we wouldn't hesitate to recommend you to anyone!

Barbara & Stuart McNeillie