

Dear Mr + Mrs Holt

Order Ref: 1008

Date: 18/6/2020

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 are delighted with our new kitchen. The service from Ashford was excellent from start to finish. The fitters were particularly friendly and helpful, giving advice and answering questions. The after care has also been excellent. After a few issues with some drawer fronts, these were changed with no problems.

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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