

Dear Mr + Mrs Chapman

Order Ref: 1146

Date: 17/11/2020

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.

DELIGHTED WITH OUR NEW KITCHEN LAYOUT + USE OF SPACE.  
WHAT REALLY STOOD OUT WAS STEVE'S VISION IN THE DESIGN PROCESS - HIS CREATIVITY AT TURNING THE SPACE ON IT'S HEAD.

THE OFFICE ARE V. ORGANISED.  
THE PROBLEMS WE HAD WERE SOLVED QUICKLY + PROFESSIONALLY.

YOU COPE VERY WELL IN DIFFICULT CIRCUMSTANCES POST LOCKDOWN WITH A LOT OF UNCERTAINTY.

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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(VERY TECHNICAL AND WAS DIFFICULT TO 'CHECK' WHEN WE SIGNED THE CONTRACT AS LOTS OF MODER NUMBERS WE WEREN'T AS FAMILIAR WITH.)

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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" 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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[www.ashfordinteriors.co.uk](http://www.ashfordinteriors.co.uk)

STEVE YOU HAVE MADE OUR HOUSE THE HOME WE WANTED AND WE CAN'T THANK YOU ENOUGH - YOU ARE VERY GOOD AT WHAT YOU DO!