Ashford
Kitchens & Interiors

Dear **Mr + Mrs Russell**   Order Ref: **1714**   Date: **18/7/23**

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.

> Our experience with Ashford was excellent from start to finish. The work was completed on time and to budget. The workmanship of the fitter was excellent. The work carried out professionally and diligently. The associated electrical, plumbing and painting work was also completed to our complete satisfaction. The only complaint we had was with the 3rd party flooring contractor — a company we wouldn't recommend.

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?		✓			
How would you describe our showroom staff?	✓				

Designer experience

	Excellent	Good	Average	Poor	Disappointing
How effective were we in understanding and interpreting your requirements correctly?	✓				
To what standard were the plans and visuals presented to you?		✓			

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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