



Dear Mr + Mrs Eade

Order Ref: 0383

Date: 21/04/16.

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 answering a few brief questions based on your recent experience.

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"/>

What was the most impressive aspect of your showroom experience?

Working appliances, and choice of

How do you feel we could improve this experience?

Kitchens available. Excellent customer

care from staff, nothing too much bothers

**Designer experience**

Provide larger worktop samples to bring home together with door & floor tiles.

How effective were we in understanding and interpreting your requirements correctly?

Excellent	Good	Average	Poor	Disappointing
<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"/>
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Additional comments

Couldn't fault Steve's understanding of our requirements

**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"/>

Additional comments

Found the schedule of work very helpful.

**PLEASE TURN OVER**

**Installation**

How would you describe the standard of installation work?

Excellent	Good	Average	Poor	Disappointing
<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?

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

Additional comments

*The two Steve's were great, experienced & hard working!*

**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"/>

Please describe your overall impression of our service

*We expected the replacement of a kitchen to be very stressful, however Ashford Kitchens, the whole team, proved this not to be so. I would strongly recommend Ashford's to anyone.*

**Many thanks for completing our survey; your feedback is very much appreciated.**

Ashford Kitchens & Interiors  
85 Church Road                      1,2 The Parade  
Ashford                                      Farnham Common  
Middlesex                                      Bucks  
TW15 2PE                                      SL2 3QJ

Tel: 01784 245964 / 01753 642362  
Email: [info@ashfordinteriors.co.uk](mailto:info@ashfordinteriors.co.uk)

[www.ashfordinteriors.co.uk](http://www.ashfordinteriors.co.uk)

