



Dear Miss Doherty

Order Ref:

Date: 6/4/2019

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.

I was quite worried about getting a new kitchen however you put my mind at rest and it all went smoothly. I was very impressed with Lee and he was a tidy and clean workman and very approachable. I am happy with my kitchen and have received many compliments on it. I would recommend your services. Special thank you to Lee
Many thanks

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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