



Dear Mr & Mrs M Payne

Order Ref: 2055

Date: 26/06/2018.

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.

From the first meeting with Guy I was confident that my kitchen renovation was in good hands. Despite the difficulties of the distance from Show room to our home, Guy managed our wishes and wants and even calmly managed a couple of panic phone calls from me, assuring me that it was perfectly normal to make numerous last minute changes to decisions! The arrival of the kitchen went smoothly with barely a hiccup, and the installation the same. I want to thank Guy again and all that were involved, your professional and patience were impeccable. Thank you for my beautiful kitchen.

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