



Dear Mrs Mrs D. Bagwell Order Ref: Bagwell 1793 Date: July 2017.

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?

How would you describe our showroom staff?

What was the most impressive aspect of your showroom experience?

How do you feel we could improve this experience?
N/A

Quality kitchens and very impressed by Claire's knowledge of product and felt confident that we were going to get a great overall service.

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?

Additional comments

Again confidence - Phil interpreted exactly our requirements and had great ideas as a few intricate challenges.

Technical Survey & Paperwork

Excellent Good Average Poor Disappointing

How did you find the pre-installation survey?

How clear and thorough was our paperwork?

Additional comments

PLEASE TURN OVER

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?

Additional comments

Granite Installation was also excellent.

words cannot express how brilliant Lee was, from stripping out the old kitchen and installation of the new one, its amazing the ability of one man! - a true asset to your company.

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

Please describe your overall impression of our service

To be honest it was beyond our expectations! Thank you so much - our kitchen is fabulous, great quality service from our first visit to the showroom, expertise of Design to the installation which was project managed effortlessly in under 3 weeks - Amazing!

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

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