



Dear Mr + Mrs Bottesi

Order Ref: 559

Date: 8/2/17

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?

Stunning kitchens, making it difficult to choose which one to have!

How do you feel we could improve this experience?

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

Stephen was very helpful. We had an issue with cupboard heights & a beam but he resolved the issue, very attentive & even emailed us out of hours!

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

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?

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Additional comments

Very friendly, knowledgeable & professional.

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 loved the 'one stop shop' where you organised everything from the planning, to the installation of the glass splashback. The whole process was professional, friendly and hassle-free. Stephen's attention to detail when planning our kitchen was brilliant. We are delighted with our kitchen and would definitely recommend you to friends and family

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

*Many thanks again!
Angela Bottesi*

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