



Dear Mr & Mrs D. Camis. Order Ref: Camis 1763. Date:

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

Rating scale: Excellent, Good, Average, Poor, Disappointing. Questions: 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?

Designer experience

Rating scale: Excellent, Good, Average, Poor, Disappointing. Questions: How effective were we in understanding and interpreting your requirements correctly? To what standard were the plans and visuals presented to you? Additional comments

Technical Survey & Paperwork

Rating scale: Excellent, Good, Average, Poor, Disappointing. Questions: 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?

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

Additional comments Fitter was prompt, reliable, polite and hardworking.

**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 are delighted with our new Kitchen in every way. A big thank you to all the staff who were all extremely knowledgeable, helpful and patient with us. We have had some great feedback from people regarding our Kitchen. Its great to deal with a company that deliver exactly what they say will do every day. Wouldnt hesitate in using you again.  
**Many thanks for completing our survey, your feedback is very much appreciated.**

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