



Dear Mr & Mrs D'Arcy

Order Ref:

Date: 20.10.16

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?

Attentive staff but not pushy.

How do you feel we could improve this experience?

N/A

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

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

Nick is very calm and attentive
all scope of work is specified clearly.

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

Installer just gets on with the job. Completed on time with minimal disruption.

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

This is our 3rd experience buying from Ashford's. The team are a pleasure to deal with. They are friendly, professional and competent. Good quality products, installation service and before and after care. Great job. Thank you. Highly recommended!

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

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