



Dear Mr & Mrs Jackson

Order Ref: 2061

Date: 9<sup>th</sup> NOVEMBER 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.

WE READ YOUR ADVERT IN MOLESEY MATTERS, THEN LOOKED AT YOUR WEBSITE. THINKING IT WOULD BE EASIER IF WE WERE ABLE TO BRING OUR DOG, PAM EMAILED TO ASK. WE RECEIVED A VERY PROMPT PHONE CALL BACK - WHICH IMPRESSED US. OUR VISIT TO THE SHOWROOM WAS WELCOMING AND WE REALLY LIKED ONE DISPLAY KITCHEN. PHIL VISITED AND NOTED OUR REQUIREMENTS. ALL VERY EASY. ONCE A QUOTATION WAS PREPARED, WE HAD A COMPLETE BREAKDOWN OF ALL THE COSTS. THIS REALLY HELPED IF WE NEEDED TO ADD OR SUBTRACT ITEMS, WE LIKED HAVING ALL TIMINGS AND SCHEDULE IN WRITING. A VISUAL PRINTOUT OF WHAT OUR KITCHEN WOULD LOOK LIKE WAS A GREAT HELP. DEPOSIT AND SUBSEQUENT STAGE PAYMENTS STRAIGHT FORWARD. FITTING THE KITCHEN WAS ALL DOWN TO LEE. HE WAS JUST EXCELLENT! WE KNEW WHAT HE WAS GOING TO DO AND HIS TIMING WAS ALWAYS RELIABLE. OTHER TRADESMEN - ELECTRIANS, TILERS, WORK TOP SPECIALISTS AND GLASS SPLASH BACK SPECIALIST WERE ALL ON TIME AND ALL WORKED HARD TO ENSURE OUR SATISFACTION. NOW WE HAVE WAITED A LIFETIME FOR A FITTED KITCHEN, ESPECIALLY DESIGNED FOR MY WIFE - WITH OUR FUTURE IN MIND. IT IS WONDERFUL  
THANK YOU

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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PLEASE TURN OVER