



Dear Mr + Mrs Jewitt

Order Ref: 254

Date: 23/07/15

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

Survey questions for showroom experience with a 5-point scale (Excellent to Disappointing). Responses include 'Range of choice & quality' and 'N/A'.

Designer experience

Survey questions for designer experience with a 5-point scale. Responses include 'Excellent' for both questions.

Technical Survey & Paperwork

Survey questions for technical survey and paperwork with a 5-point scale. Responses include 'Excellent' for both questions and a handwritten comment: 'Very helpful and filled us with confidence.'

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 *The two Steves were outstanding & very respectful of our home.*

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

Excellent service from beginning to end! Well done to all of you at Ashford Kitchens. You are a very professional company & we would strongly recommend you to all our friends & family.

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

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