



Dear Mr + Mrs Loader

Order Ref: 382

Date: 28/7/16

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?	<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"/>
What was the most impressive aspect of your showroom experience?	<u>Large, well planned showroom which gave us lots of ideas</u>				
How do you feel we could improve this experience?	<hr/>				

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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Additional comments	<u>Didn't feel pressured into making a decision.</u>				

Technical Survey & Paperwork

	Excellent	Good	Average	Poor	Disappointing
How did you find the pre-installation survey?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How clear and thorough was our paperwork?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Additional comments	<u>Very useful & essential for pointing out any potential problems with installation</u>				

PLEASE TURN OVER

Installation

	Excellent	Good	Average	Poor	Disappointing
How would you describe the standard of installation work?	<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"/>

Additional comments

The fitters have a great attention to detail & therefore their work is of the highest standard

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?

DEFINITELY

Yes	No
<input checked="" type="checkbox"/>	<input type="checkbox"/>

Please describe your overall impression of our service

The installation worked like clockwork: from first meeting the delightful Issy in the showroom, to drawing up plans with Steve, then fitting by the other Steves (it seems being called Steve helps!!) & finally post-sales customer service by Nick, Ashford Kitchens are a very professional company but at the same time they have a very friendly, approachable manner. Highly recommended!!

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

Ashford Kitchens & Interiors

85 Church Road 1,2 The Parade
Ashford Farnham Common
Middlesex Bucks
TW15 2PE SL2 3QJ

Tel: 01784 245964 / 01753 642362

Email: info@ashfordinteriors.co.uk

www.ashfordinteriors.co.uk



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