



Dear *Mr & Mrs D. Shaw*

Order Ref: *Shaw 1796.*

Date: *22 October 2017*

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><i>Excellent variety of styles, doors &amp; worktops available.</i></u>				
How do you feel we could improve this experience?	<u><i>Not necessary - best showroom we visited.</i></u>				

**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><i>Helpful suggestions &amp; <sup>provided</sup> great solutions for awkward areas in our kitchen. All difficulties were overcome in such a positive way.</i></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><i>All questions &amp; queries quickly answered.</i></u>				

**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?

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Additional comments

*Can't score highly enough. See, the fitter, was above professional with such a positive attitude. He never stopped for coffee and worked continuously from start of installation through to completion of any snagging points. Delighted to have him complete an excellent installation + a pleasure to have him in 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

*Overall process, from visiting Ashford Showroom a couple of times right through to completed installation with a follow up visit from Matt & Guy advising on cleaning, maintenance + appliance guidance and tips, was excellent! Thank you to all at AKI for minimising our worries with regard to such an important purchase. Will definitely be recommending to friends & family. Well done!*

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

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