

Dear Mc MA R. Tup	Order Ref: T	urp 1	711	Date:	
As a long established local company we are kee	n to continually	improve o	our service by l	earning fro	om our customers
We would appreciate it if you would help us by	answering a fev	v brief que	stions based o	n your rec	ent experience.
Please tick the boxes under the appropriate he	adings to indica	te your res	ponse to each	question.	
Showroom experience	Excellent	Good	Avorago	Door	Disamaintina
What was your impression of our showroom?	Excellent		Average	Poor	Disappointing
How would you describe our showroom staff?	\square				
What was the most impressive aspect of your showroom experience?					
How do you feel we could improve this experience?			7)		
Designer experience					
How effective were we in understanding and interpreting your requirements correctly?	Excellent	Good	Average	Poor	Disappointing
To what standard were the plans and visuals presented to you?	\square				
Additional comments					
Technical Survey & Paperwork		8			
	Excellent	Good	Average —	Poor	Disappointing
How did you find the pre-installation survey?	<u> </u>				
How clear and thorough was our paperwork?					
Additional comments					

How would you installation work	describe the stand?	dard of	Excellent	Good	Average	Poor	Disappointing
	describe the over ed by the fitters?		Ø				
Additional comm	nents						
			1				
<u>Overall</u>							
How would you	rate our service a	nd your experien	ce?				
Excellent	Very Good	Good Avera	age Poor	· Ver	y Poor	Disappointi	ng
Would you recor	nmend our servic	ces?					
Yes No							
Please describe y	our overall impre	ession of our serv	ice				
The pr	oof of good	customer	service i	s the	reaction	ofa	
Company w		ing outside		1			
	2. 4	I and a sma		i i	,	1 1	Missing
but the As	bford staff	dealt with	this pr	essione	ly and	with du	e care.
and left t	their custon	ner (me) co	mpletely C	ik with	the si	tuation.	
Many th	anks for com	pleting our su	ırvey; your	feedbac	k is very n	nuch app	reciated.
Ashford Kitchens 8 85 Church Road Ashford Middlesex TW15 2PE	Interiors 1-2 The Parade Farnham Commor Bucks SL2 3QJ	ו					

www.ashfordinteriors.co.uk

Tel: 01784 245964 / 01753 642362 Email: info@ashfordinteriors.co.uk

Installation



Installation					
How would you describe the standard of	Excellent	Good	Average	Poor	Disappointing
installation work?	V				
How would you describe the overall level of service provided by the fitters?					
Additional comments					
	5				
Overall					
How would you rate our service and your experien	ice?				
Excellent Very Good Good Aver	age Poo	or Ve	ry Poor	Disappoint	ing
Would you recommend our services?					
Yes No					
Please describe your overall impression of our serv	vice .				
The proof of good customer	Service	is the	reactio	n of a	
company when something outside					
, ,		1	0	V 1	
A delivery was delayed and a sma	This is	pent w	as tound	TO DE	missing
but the Ashford Staff dealt with	muletela (ok with	n the si	tuation	e care,
but the Ashford staff dealt with this professionally and with due care, and left their customer (me) completely OK with the situation. Many thanks for completing our survey; your feedback is very much appreciated.					
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