

Dear Mrs Bilgorri

Order Ref: 1198

Date: 18/3/21

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.

I am absolutely over the moon with my new kitchen. The quality of the units & the pull-out cupboards is superb. The design is just what I had envisaged & now is a reality. I had to have a chimney wall knocked down, but that went better than I had thought. The project management between Ashford and the Builders Pleckett Property Services was excellent. I was kept informed, when & who was coming. They were always on time. Any hitches (hardly any) dealt with. Everyone working on the project was brilliant. Proud of their work, and polite. Thank you Ashford & Pleckett.

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

**PLEASE TURN OVER**

**Technical Survey & Paperwork**

Excellent      Good      Average      Poor      Disappointing

How did you find the pre-installation survey?

                      

How clear and thorough was our paperwork?

                      

**Installation**

Excellent      Good      Average      Poor      Disappointing

How would you describe the standard of installation work?

                      

How would you describe the overall level of service provided by the fitters?

                      

**Overall**

How would you rate our service and your experience?

Excellent      Very Good      Good      Average      Poor      Very Poor      Disappointing

                                  

Would you recommend our services?

Yes      No  
     

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

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