



Dear Mr & Mrs P. Venn

Order Ref: Venn 1814

Date: 26-10-17.

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?

Grid of checkboxes for showroom impression, with 'Excellent' checked.

How would you describe our showroom staff?

Grid of checkboxes for showroom staff, with 'Excellent' checked.

What was the most impressive aspect of your showroom experience?

Handwritten: Claire was excellent - (Not pushy)

How do you feel we could improve this experience?

Blank line for improvement suggestions.

Designer experience

Excellent Good Average Poor Disappointing

How effective were we in understanding and interpreting your requirements correctly?

Grid of checkboxes for designer understanding, with 'Excellent' checked.

To what standard were the plans and visuals presented to you?

Grid of checkboxes for plans and visuals, with 'Excellent' checked.

Additional comments

Handwritten: Phil did a great job with the design, we were, and still are delighted.

Technical Survey & Paperwork

Excellent Good Average Poor Disappointing

How did you find the pre-installation survey?

Grid of checkboxes for pre-installation survey, with 'Excellent' checked.

How clear and thorough was our paperwork?

Grid of checkboxes for paperwork, with 'Excellent' checked.

Additional comments

Handwritten: All a pleasant experience.

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

Warren was brilliant with the Installation, as were all the others who contributed to a lovely kitchen.

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, top quality Products. Friendly and efficient throughout the whole process. Will have no hesitation in recommending to others.

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



By completing this form you are agreeing to us sharing this information with customers or use for our website.

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

Warren was brilliant with the installation,
as were all the others who contributed
to a lovely kitchen.

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, top quality Products. Friendly and
efficient throughout the whole process. Will have
no hesitation in recommending to others.

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



By completing this form you are agreeing to us sharing this information with customers or use for our website.