

Dear Mr + Mrs Hanrihan

Order Ref: 2983

Date: 10/3/23

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.

We were really delighted with the service from Ashford Kitchens. Scott was very accommodating in helping us create the kitchen we wanted, even sourcing a quartz worktop that wasn't part of the standard offer. Our fitters, Graham and Steve, were fantastic. The level of workmanship and attention to detail was excellent. They were all really nice people to deal with.

We would definitely recommend Ashford Kitchens to anyone considering a new kitchen.

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? | <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"/> |

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"/> |

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"/> |

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

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