

Dear Miss Marchant

Order Ref: 2965

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.

From start to finish I felt very comfortable with the overall team on site. Very friendly, tidy, courteous.  
 I had an image of how it would look from design to completion. The ~~wardrobes~~ wardrobes were perfection.  
 I'm so pleased I approached your company to make my dream come true:  
 to have a recommendation of an electrician was also very helpful  
 Thank you :)

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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How clear and thorough was our paperwork?	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" 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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