

Ashford

Kitchens & Interiors

Dear Mr & Mrs George

Order Ref: 1781

Date: 26/7/2024

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 couldn't be happier with our new kitchen. The service provided was incredible from start to finish, with attentive staff ensuring every detail was perfect. The craftsmanship and design exceeded our expectations, resulting in a stunning and highly functional space. The whole process was seamless and stress-free, thanks to the professionalism and dedication of the team.

The end ~~product~~ product is amazing, and we are thrilled with our beautiful new kitchen.

Lucy + Tony George

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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