Ashford
Kitchens & Interiors

Dear **Mr + Mrs Dixon**   Order Ref: **3231**   Date: **2/5/25**

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 day 1 of entering the Ashford showroom the service we received was fantastic. We spent a good amount of time with Scott designing our kitchen and then the utility room. We never felt rushed, always felt listened to and helped. The renders produced really helped us visualise what it would look like. All the technical elements were made easy for us and the communication with the team has been great. Even when there were snags, these were sorted quickly and efficiently. Would highly recommend!

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?	✓	☐	☐	☐	☐
How would you describe our showroom staff?	✓	☐	☐	☐	☐

Designer experience

	Excellent	Good	Average	Poor	Disappointing
How effective were we in understanding and interpreting your requirements correctly?	✓	☐	☐	☐	☐
To what standard were the plans and visuals presented to you?	✓	☐	☐	☐	☐

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

Communication from the main installer could have been better at times.

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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