

Ashford

Kitchens & Interiors

Dear Mr Duncombe

Order Ref: 1920

Date:

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.

• Great friendly service
 • Accomodating: (we had to change our fitting date)
 • No quibble in terms of any damage - even minor blemishes were changed/required.
 • Good communications
 • Well constructed kitchen. Great quality.
 • Good advice on equipment (although our microwave is too small).
 • The sense that should anything go wrong, Ashford would quickly sort it out.

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 type="checkbox"/> | <input checked="" 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 checked="" type="checkbox"/> | <input 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 checked="" 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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