

Ashford Kitchens & Interiors

Customer Feedback Survey



Customer Details

Full Name	Jacqueline Balfour
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Showroom Experience

What was your impression of our showroom?	Excellent
How would you describe our showroom staff?	Excellent

Designer Experience

How effective were we in understanding and interpreting your requirements correctly?	Excellent
To what standard were the plans and visuals presented to you?	Excellent

Installation Survey & Project Pack

How did you find the pre-installation survey?	Excellent
How clear and thorough was our project pack?	Excellent

Installation

How would you describe the standard of installation work?	Excellent
How would you describe the overall level of service provided by our installers?	Excellent
How would you describe the standard of our completion visit?	Excellent

Overall

How would you rate our service and your experience?	Excellent
Would you recommend our services?	Yes

Briefly describe how you heard about us and the reason for choosing us
I saw your advert in the Hampton magazine. I wanted a company who would do 'the whole job' rather than managing it myself and your reviews were all very good.

We would appreciate it if you would help us by describing your overall impression of our service from your recent experience with us.
It was all excellent. Every member of staff was very helpful and professional and you made the process very easy.