

Ashford Kitchens & Interiors

Customer Feedback Survey



Customer Details

Full Name	Sheila Davies
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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?	Good
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?	Very Good
Would you recommend our services?	Yes

Briefly describe how you heard about us and the reason for choosing us
Having visited the major national kitchen suppliers, I decided to look more locally for a more personal and quality service and found you via the internet.

We would appreciate it if you would help us by describing your overall impression of our service from your recent experience with us.
I was impressed as soon as I came into the showroom on the off chance and without an appointment. The staff were friendly and helpful. It was good to be given an idea of the budget I would need before going ahead with a full deism and quotation. The designer found solutions for all the awkward parts of the available space. Every date on the plan was met in time and the installation went really smoothly. The project management was excellent.

