

Ashford Kitchens & Interiors

Customer Feedback Survey



Customer Details

Full Name	Adinda Hirst
-----------	--------------

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
Saw your showroom when driving through Farnham Common and it looked good from outside. When I checked the website, I felt it would be a good fit for what we were looking for

We would appreciate it if you would help us by describing your overall impression of our service from your recent experience with us.
I found your customer service from first point of contact to end result to be excellent. Communication was clear and when there was a minor problem, we really appreciated how this problem was resolved through communication and discussion with us. The installers were absolutely brilliant, such a pleasure to have in the house. Thank you and we look forward to working with you all again hopefully in the very near future.

