

# Ashford Kitchens & Interiors

## Customer Feedback Survey



### Customer Details

|           |                    |
|-----------|--------------------|
| Full Name | <b>Susan Keane</b> |
|-----------|--------------------|

### Showroom Experience

|                                            |                  |
|--------------------------------------------|------------------|
| What was your impression of our showroom?  | <b>Excellent</b> |
| How would you describe our showroom staff? | <b>Excellent</b> |

### Designer Experience

|                                                                                      |                  |
|--------------------------------------------------------------------------------------|------------------|
| How effective were we in understanding and interpreting your requirements correctly? | <b>Excellent</b> |
| To what standard were the plans and visuals presented to you?                        | <b>Excellent</b> |

### Installation Survey & Project Pack

|                                               |                  |
|-----------------------------------------------|------------------|
| How did you find the pre-installation survey? | <b>Excellent</b> |
| How clear and thorough was our project pack?  | <b>Excellent</b> |

### Installation

|                                                                                 |                  |
|---------------------------------------------------------------------------------|------------------|
| How would you describe the standard of installation work?                       | <b>Excellent</b> |
| How would you describe the overall level of service provided by our installers? | <b>Excellent</b> |
| How would you describe the standard of our completion visit?                    | <b>Excellent</b> |

### Overall

|                                                     |                  |
|-----------------------------------------------------|------------------|
| How would you rate our service and your experience? | <b>Excellent</b> |
| Would you recommend our services?                   | <b>Yes</b>       |

|                                                                        |
|------------------------------------------------------------------------|
| Briefly describe how you heard about us and the reason for choosing us |
| <b>Had used before for bedrooms and found the service excellent</b>    |

|                                                                                                                                                                                                                                                     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| We would appreciate it if you would help us by describing your overall impression of our service from your recent experience with us.                                                                                                               |
| <b>From start to finish we felt comfortable and looked after. The design was just what we wanted, the build and installation was excellent and far less problematic than we had feared. Overall exceptional service and would highly recommend.</b> |