



Dear Mrs & Mrs A. Marchant Order Ref: Marchant 1878 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.

Our overall impression of your service has been extremely positive - from Phil in your Ashford store, to your fitter Lee, to your aftercare support. We have & would continue to recommend you. Thank you! We love our new kitchen. [Signature]

Please tick the boxes under the appropriate headings to indicate your response to each question.

Showroom experience

Table with 5 columns: Excellent, Good, Average, Poor, Disappointing. Rows: What was your impression of our showroom?, How would you describe our showroom staff? (Both have 'Excellent' checked)

Designer experience

Table with 5 columns: Excellent, Good, Average, Poor, Disappointing. Rows: How effective were we in understanding and interpreting your requirements correctly?, To what standard were the plans and visuals presented to you? (Both have 'Excellent' checked)

PLEASE TURN OVER

**Technical Survey & Paperwork**

Excellent      Good      Average      Poor      Disappointing

How did you find the pre-installation survey?

                      

How clear and thorough was our paperwork?

                      

**Installation**

Excellent      Good      Average      Poor      Disappointing

How would you describe the standard of installation work?

                      

How would you describe the overall level of service provided by the fitters?

                      

**Overall**

How would you rate our service and your experience?

Excellent      Very Good      Good      Average      Poor      Very Poor      Disappointing

                                  

Would you recommend our services?

Yes      No

    

Many thanks for completing our survey. Your feedback is very much appreciated.

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