



Dear Mr + Mrs G

Order Ref: 811

Date: 27/7/2018

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.

WE HAVE BEEN VERY HAPPY WITH THE OVERALL SERVICE PROVIDED BY AK&I. STEVE PROVIDED GREAT ADVICE AND PLANNING. THE FITTERS WERE VERY PROFESSIONAL AND CONSULTED ME AS THEY WENT ALONG IF DECISIONS HAD TO BE MADE. TONY WAS HELPFUL AND THEY WORKED IN A VERY TIDY MANNER, CLEANING AND SWEEPING UP AT EVERY STAGE. THE OFFICE WAS MANNED EARLY AND HELP GIVEN TO ME VERY EARLY ONE MORNING WHICH WAS A RELIEF WHEN I NEEDED ADVICE. NICK FOLLOWED UP WITH GREAT AFTERCARE SERVICE AND GUIDANCE. FIRST CLASS SERVICE FROM A COMPANY I WILL RECOMMEND.

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

**Showroom experience**

	Excellent	Good	Average	Poor	Disappointing
What was your impression of our showroom?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How would you describe our showroom staff?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Designer experience**

	Excellent	Good	Average	Poor	Disappointing
How effective were we in understanding and interpreting your requirements correctly?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To what standard were the plans and visuals presented to you?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**PLEASE TURN OVER**

**Technical Survey & Paperwork**

	Excellent	Good	Average	Poor	Disappointing
How did you find the pre-installation survey?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How clear and thorough was our paperwork?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Installation**

	Excellent	Good	Average	Poor	Disappointing
How would you describe the standard of installation work?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How would you describe the overall level of service provided by the fitters?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Overall!**

How would you rate our service and your experience?

Excellent	Very Good	Good	Average	Poor	Very Poor	Disappointing
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Would you recommend our services?

Yes	No
<input checked="" type="checkbox"/>	<input type="checkbox"/>

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

Tel: 01784 245964 / 01753 642362

Email: [info@ashfordinteriors.co.uk](mailto:info@ashfordinteriors.co.uk)

[www.ashfordinteriors.co.uk](http://www.ashfordinteriors.co.uk)