



Dear MR + MRS B

Order Ref: 584

Date: 1/6/17

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.

From the moment we first walked into the showroom we were treated as valued customers. Steven listened carefully to our requirements and was able to advise us on how to achieve our plans. He provided us with many options with a full discussion of the cost implications. The project management has worked seamlessly as planned, throughout the job. All of the tradesmen involved have been very professional and highly skilled. They all arrived with a positive attitude and nothing has been too much trouble for any of them. At all stages our concerns have been met with patience and reassurance. The final outcome has far exceeded our expectations. The beautiful new space that has been created has enhanced the feel of our entire home. We are already recommending Ashford Kitchens to our friends and neighbours.

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 checked="" type="checkbox"/>	<input 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

www.ashfordinteriors.co.uk