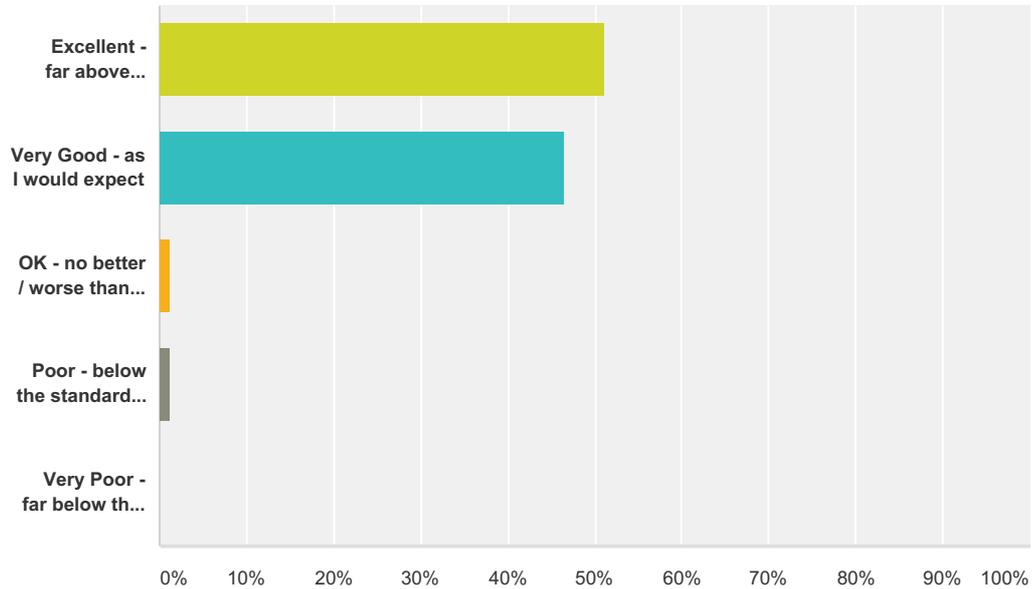


Q1 How would you rate the quality of service from Ash Logistics office staff in arranging your delivery / collection?

Answered: 172 Skipped: 0



Answer Choices	Responses	Count
Excellent - far above expectations	51.16%	88
Very Good - as I would expect	46.51%	80
OK - no better / worse than other delivery companies	1.16%	2
Poor - below the standard expected	1.16%	2
Very Poor - far below the standard expected	0.00%	0
Total		172

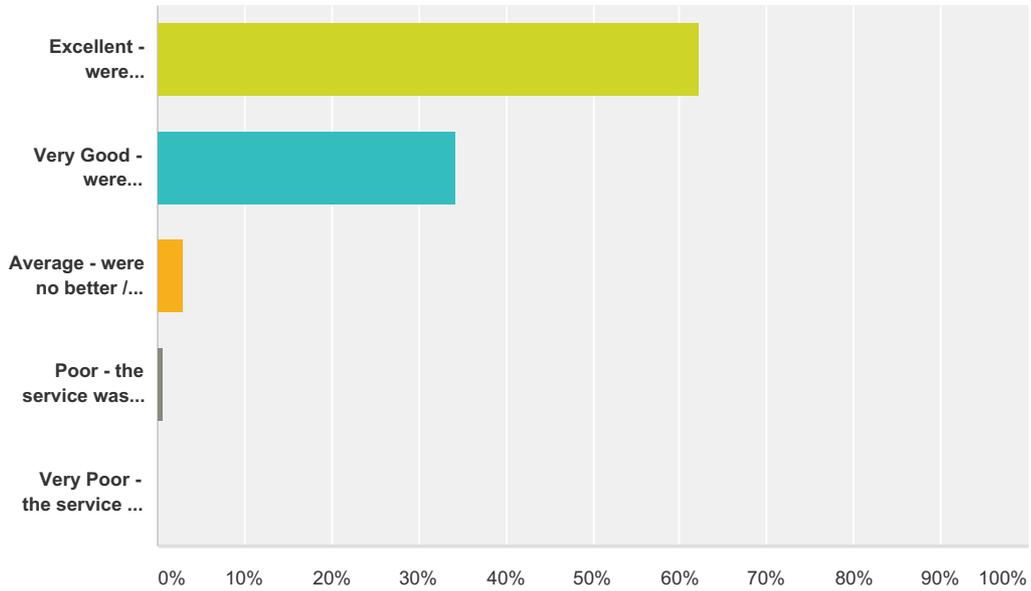
#	Comments if any	Date
1	Very helpful	3/31/2017 8:34 AM
2	Why can't all courier companies be like this? A convenient delivery time arranged; kept updated; courteous and friendly communications and delivery when expected.	3/30/2017 9:16 AM
3	48hr or 24hr notice doesn't give us enough time to book in the delivery , we are a small business and can only take one delivery a day , so suppliers can book unto 1 week / 2 weeks notice.	3/29/2017 10:11 AM
4	Patient and courteous when trying to agree a delivery date.	3/28/2017 12:44 PM
5	Very smooth experience! Very helpfully called an hour before they arrived.	3/26/2017 4:39 PM
6	Very helpfully unpacked the table from the crate and took all the cardboard away. Lifted my table into position. Very polite, rang as promised and delivered on time	3/22/2017 4:34 PM
7	Friendly delivery drivers,arrived within the hour.	3/19/2017 7:28 PM
8	nice to be able to talk to someone on the phone to choose a suitable delivery time - makes a welcome change.	3/19/2017 11:13 AM
9	The emails could be clearer, better laid out. It was hard to arrange to arrange as it was often a timescale between when it was offered and when delivered and so difficult as a working person to get time off in short notice. I found it difficult to respond to the phone calls and when i got through I felt a bit rushed when i was giving extra information. I am grateful that you were able to deliver on a Saturday in the end. So overall I am pleased with getting the chair on a day that suited me.	3/19/2017 9:12 AM
10	They waited, missed us by a few mins and came back which was so helpful	3/18/2017 12:43 PM

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11	very pleasant	3/18/2017 12:16 PM
12	So refreshing to get through to a real person when I rang, every time. Were brilliant at keeping me informed and accommodating my preferred delivery time	3/16/2017 1:16 PM
13	They were fantastic and had to carry up two flights of stairs.	3/15/2017 2:55 PM
14	Great! i emailed the morning of delivery asking if they could deliver a few items to a different address and they did! Was very happy	3/15/2017 1:36 PM
15	Very polite and helpful.	3/13/2017 5:36 PM
16	very flexible and friendly - brilliant!	3/13/2017 9:44 AM
17	Quality of external packaging for footstool was poor. Box was old and dusty.	3/12/2017 1:18 AM
18	very helpful	3/11/2017 8:56 PM
19	Great chaps, very helpful and willing.	3/11/2017 2:30 PM
20	Really nice, friendly guys	3/9/2017 12:33 PM
21	Efficient & reliable	3/9/2017 8:53 AM
22	Delivery slot was 12-4pm. I received a call at 3.20 to say they would be with me an hour to hour and quarter later. I had to call them at 5.15 as I had to take my kids out to football training. Was then told they would deliver at 5.30. They arrived just after this. I wouldn't have minded them being late if they had told me earlier in the day rather than waiting in for 5 and a half hours. My husband had to come home from work to wait while I collected kids from school. It would be better if you have people a call an hour or so before you arrive or at least let them know if you're going to be late.	3/8/2017 11:30 PM
23	Only down point was that I had to make contact regarding delivery.	3/8/2017 11:12 PM
24	Called 10 mins before to let us know they were on their way	3/5/2017 7:06 PM
25	Accommodated school runs.	3/4/2017 11:30 AM
26	The service was very friendly and professional	3/3/2017 8:47 AM
27	Very pleasant to deal with helpfull and friendly	3/2/2017 3:33 PM
28	Clear simple communication.	3/2/2017 9:19 AM
29	The driver was very helpful indeed and excellent at communicating. I was stuck in terrible traffic and he informed me of his progress so I was able to take delivery. He was Issac. Also alan the office chap was also incredibly helpful at reorganising a slot.	3/1/2017 9:47 AM

Q2 How would you rate the quality of service from Ash Logistics delivery crew in carrying out your delivery / collection?

Answered: 169 Skipped: 3



Answer Choices	Responses
Excellent - were professional to a level that far exceeded my expectations	62.13% 105
Very Good - were professional to a level I expect	34.32% 58
Average - were no better / worse than other delivery companies	2.96% 5
Poor - the service was below that I which expect	0.59% 1
Very Poor - the service was far below that I which expect	0.00% 0
Total	169

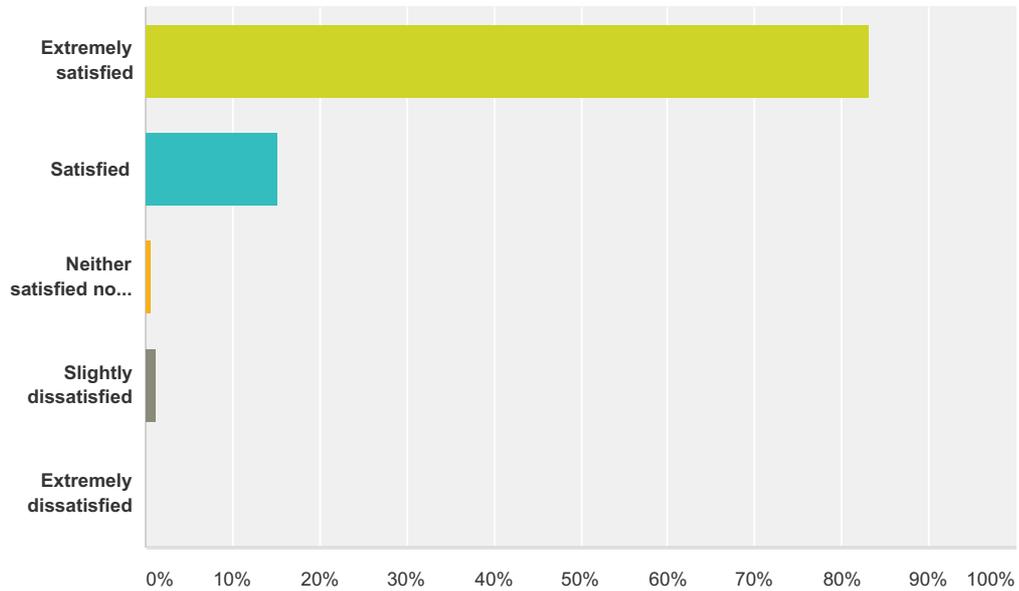
#	Comments if any	Date
1	the Delivery guys are always pleasant and are happy to help anyway they can.	3/29/2017 10:11 AM
2	No there	3/25/2017 1:38 PM
3	Unpacked all items and took all the packaging with them. Which was excellent.	3/23/2017 1:40 PM
4	v helpful	3/22/2017 9:42 PM
5	Polite and friendly	3/21/2017 10:17 AM
6	We are a location that is difficult to find. Driver didn't give up and delivered goods at time expected.	3/19/2017 12:54 PM
7	Very polite, helpful and used shoe covers without even being asked	3/19/2017 9:27 AM
8	Really friendly and helpful. Even unwrapped the chair and were very nice phoning before they arrived. Great job!	3/19/2017 9:12 AM
9	Great guys very helpful!	3/19/2017 8:13 AM
10	friendly, helpful and polite	3/18/2017 11:31 AM
11	Really good - kept me updated of delivery time	3/16/2017 1:16 PM
12	1 item half unpackaged, other not at all.	3/16/2017 8:44 AM
13	They came on time and I had s call before hand to tell me how far away they were.	3/15/2017 2:55 PM

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14	Both delivery people were very professional and pleasant - even though they had to carry the item up three stories! And we're happy to remove all packaging too. Exemplary service - thank you!	3/15/2017 2:25 PM
15	Extremely careful and helpful. Also unpacked and removed packaging.	3/13/2017 5:36 PM
16	The delivery team were exceptionally helpful and professional	3/13/2017 11:25 AM
17	The item was not collected from the supplier for some weeks. The supplier blamed Ash. Once they had it the service was good.	3/10/2017 8:06 AM
18	The guys on the crew were extremely helpful and courteous.	3/9/2017 9:04 PM
19	See above	3/9/2017 12:33 PM
20	Men were pleasant but I was misinformed of the delivery time by them	3/8/2017 11:30 PM
21	I wasn't at home, my neighbour looked after this.	3/8/2017 2:17 PM
22	Lovely guys which is refreshing as sometimes delivery men are less than friendly and helpful!	3/7/2017 1:00 PM
23	Brilliant delivery man.	3/6/2017 3:54 PM
24	Carried furniture upstairs for us	3/5/2017 7:06 PM
25	Polite, efficient, helpful	3/4/2017 7:25 PM
26	The delivery guy unpacked the item and then placed it in position in my room for me as it was heavy and cumbersome. He took all the packaging away and was friendly and helpful.	3/3/2017 8:07 PM
27	Courteously keeping me informed at every stage	3/3/2017 8:47 AM
28	really pleasant staff couldn't do enough for us.	3/2/2017 3:33 PM
29	Arrived on time. Helpful & very friendly	3/2/2017 9:19 AM
30	See above	3/1/2017 9:47 AM

Q3 Overall, how would you rate your experience of dealing with Ash Logistics ?

Answered: 171 Skipped: 1



Answer Choices	Responses
Extremely satisfied	83.04% 142
Satisfied	15.20% 26
Neither satisfied nor dissatisfied	0.58% 1
Slightly dissatisfied	1.17% 2
Extremely dissatisfied	0.00% 0
Total	171

#	Comments if any	Date
1	all very good but i find the cost of postage form graham and green very expensive	3/31/2017 10:40 AM
2	Quality retail companies take note - so often customers are let down by awful couriers. It really does make a difference when your experience is seamless end to end. Would recommend using a courier like Ash	3/30/2017 9:16 AM
3	Helpful friendly and efficient service would recommend	3/29/2017 1:30 PM
4	slight issues with notice given to book in the delivery other than that we are satisfied	3/29/2017 10:11 AM
5	brilliant service from start to finish	3/29/2017 9:54 AM
6	Polite nice people who couldn't have been more helpful	3/21/2017 9:52 AM
7	Very polite, friendly helpful. Really a pleasure to deal with. Thank you.	3/21/2017 9:09 AM
8	Since my order comprised 2 items, one small and the other large, the small was delivered with a Cox and Cox delivery note saying it was the whole order of 2 items. It would have been more useful for that delivery note to have stated 1 of 2, with information that the larger order was coming separately. I think is a cox and Cox issue, rather than Ash Logistics.	3/19/2017 11:48 AM
9	Came on time and let me know before they arrived so I could pop home. Friendly professional gentlemen made sure I was happy with chair before they left.took care when bringing it in.	3/18/2017 1:13 PM
10	Excellent apart from £60 cost of delivery, which I thought was a bit steep considering I could lift the mirror on my own.	3/18/2017 9:41 AM
11	the time slot allocated was insufficient even when i call to see there the delivery was with about an hour and a half to go they said will be in time slot,which was not the case by over an hour.	3/16/2017 10:42 AM

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12	Well mannered and took away all the packaging.	3/15/2017 2:55 PM
13	Faultless	3/13/2017 5:36 PM
14	Friendly , helpful staff. Excellent communication from delivery men.	3/12/2017 6:01 PM
15	Will not be using Cotsworld again as fee for return goods is excessive	3/10/2017 8:03 PM
16	Thanks - wish all were as good as you!	3/9/2017 12:33 PM
17	The two gentleman who delivered our items Bradley + Stuart were absolutely brilliant - so helpful.	3/8/2017 9:20 PM
18	everything was fantastic.	3/6/2017 3:54 PM
19	very nice and polite staff happy to help	3/6/2017 7:47 AM
20	Communication and advice of delivery 1 hour before was excellent and a service more couriers should do. Excellent!	3/4/2017 6:52 AM
21	I have had 2 items delivered by your team and was impressed both times by the efficiency of service.	3/3/2017 8:07 PM
22	Ash Logistics put the customer first	3/3/2017 8:47 AM
23	Excellent team.	3/2/2017 9:19 AM