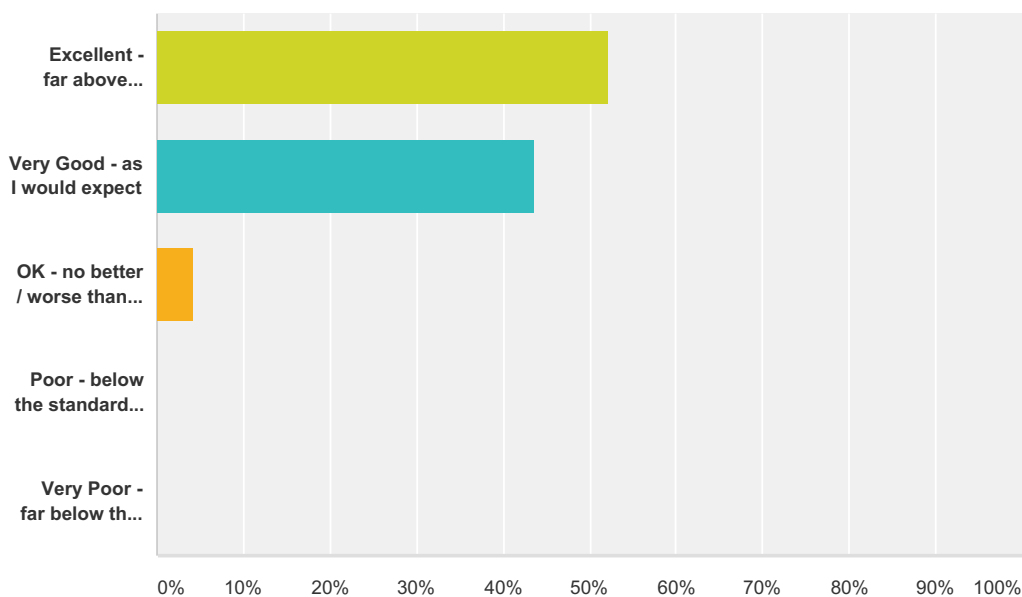


Q1 How would you rate the quality of service from Ash Logistics office staff in arranging your delivery / collection?

Answered: 117 Skipped: 0



Answer Choices	Responses
Excellent - far above expectations	52.14% 61
Very Good - as I would expect	43.59% 51
OK - no better / worse than other delivery companies	4.27% 5
Poor - below the standard expected	0.00% 0
Very Poor - far below the standard expected	0.00% 0
Total	117

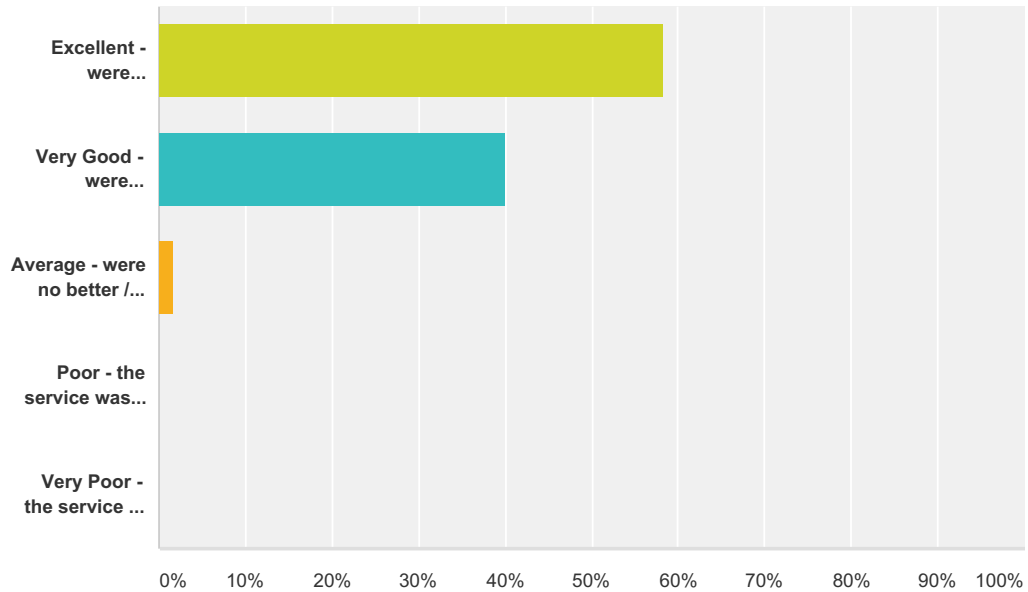
#	Comments if any	Date
1	On entering with goods realised. Had carpet and offered to take shoes off.	5/18/2017 11:53 PM
2	all done via email but v efficient and uncomplicated	5/18/2017 8:00 AM
3	Appreciate the phone call to let me know how far away my delivery was.	5/18/2017 6:32 AM
4	Easy to communiqué	5/18/2017 4:49 AM
5	Lovely guys I felt sorry for them in the rain	5/18/2017 4:22 AM
6	Simple, efficient and on-time - thank you.	5/14/2017 11:39 PM
7	Driver was great and called to confirm time slots etc	5/14/2017 1:08 PM
8	quick and efficient	5/13/2017 3:33 AM
9	Very respectful of my home and carpet with their shoes covered	5/13/2017 3:25 AM
10	Phoned day before as was very early morning timeslot.	5/13/2017 3:18 AM
11	Very polite and efficient	5/13/2017 3:09 AM
12	Great fast communications and helped out with delivery times to suit me	5/12/2017 4:05 AM
13	Everything works very smoothly.	5/12/2017 2:13 AM
14	I had a phone call prior to the delivery which meant I could be organised and ready when they arrived.	5/11/2017 7:12 AM

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15	Great that they took away the packaging of the sofas too	5/8/2017 6:15 AM
16	Really appreciated the call in advance, very friendly on the phone.	5/8/2017 6:08 AM
17	Prompt and kept me updated	5/8/2017 5:53 AM
18	It took longer to contact me to arrange delivery than I expected, though this may have been partly due to the supplier, Cox and Cox.	5/8/2017 5:37 AM
19	Had to reschedule over allotted time, caused no problem and so very helpful	5/8/2017 5:31 AM

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

Answered: 115 Skipped: 2



Answer Choices	Responses
Excellent - were professional to a level that far exceeded my expectations	58.26% 67
Very Good - were professional to a level I expect	40.00% 46
Average - were no better / worse than other delivery companies	1.74% 2
Poor - the service was below that I which expect	0.00% 0
Very Poor - the service was far below that I which expect	0.00% 0
Total	115

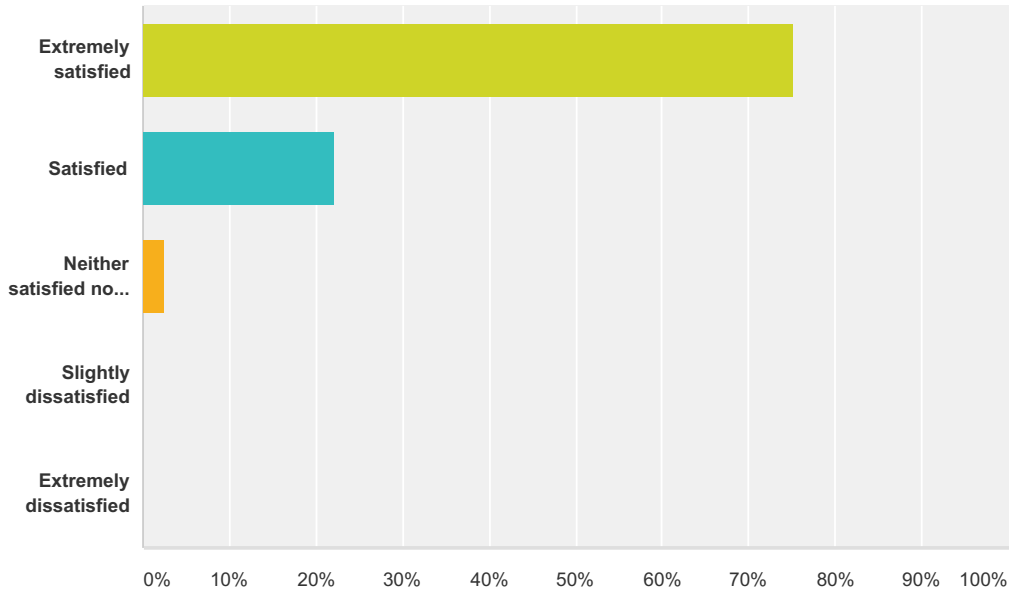
#	Comments if any	Date
1	Very polite crew, respected my house, can't fault in anyway	5/20/2017 12:08 AM
2	They were so very helpful and good natured, couldn't fault them.	5/18/2017 8:00 AM
3	Carried the furniture item to upstairs where it is going which was really helpful, unpackaged and took packaging with them. Much better than other companies that just dump the box at your door and leave.	5/18/2017 7:20 AM
4	Undoubtedly the best delivery crew that has delivered to us ever! Prompt, efficient and as helpful as they possibly could be. If we could get them to deliver everything to us in future, we would. Exceptional and superb customer service! Brilliant.	5/18/2017 5:17 AM
5	Very polite and helpful ensuring all mess was cleared away before leaving	5/15/2017 12:14 AM
6	Punctual, very pleasant and helpful.	5/13/2017 3:43 AM
7	The guys who delivered my chair yesterday were fantastic. They were friendly, efficient and professional and I was very happy with their service.	5/13/2017 3:25 AM
8	The crew from Port Talbot were fantastic- very friendly and helpful.	5/13/2017 3:18 AM
9	Extremely helpful in placing the furniture items and removing all packaging.	5/13/2017 3:09 AM
10	I know these guys from previous delivery, they are always polite and professional.	5/12/2017 2:13 AM
11	Didn't actually see them personally but parcel arrived in good condition and at the time agreed	5/12/2017 1:37 AM
12	The delivery crew were very helpful and courteous	5/9/2017 11:46 PM

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13	Well done!	5/8/2017 6:34 AM
14	Very obliging carried mirror up stairs to required location	5/8/2017 6:07 AM

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

Answered: 117 Skipped: 0



Answer Choices	Responses
Extremely satisfied	75.21% 88
Satisfied	22.22% 26
Neither satisfied nor dissatisfied	2.56% 3
Slightly dissatisfied	0.00% 0
Extremely dissatisfied	0.00% 0
Total	117

#	Comments if any	Date
1	Very nice, friendly and helpful	5/18/2017 11:53 PM
2	Thank you!	5/18/2017 8:00 AM
3	Excellent communication	5/17/2017 1:20 AM
4	The drivers couldn't have been more helpful	5/15/2017 1:41 AM
5	They called 20 minutes before delivery to say they were on their way. Friendly helpful staff.	5/15/2017 12:03 AM
6	Very expensive service but more a Cox & Cox issue	5/14/2017 1:08 PM
7	Pleasant efficient informative	5/13/2017 3:52 PM
8	Would highly recommend. Great communication too!	5/13/2017 3:09 AM
9	Delivery by Ash Logistics on both occasions has been to the highest standard	5/12/2017 2:13 AM
10	Real old fashioned service! Excellent !	5/8/2017 2:18 PM
11	One of the best companies I've ever dealt with thank you. Polite, efficient and personal service. Very impressed.	5/8/2017 1:30 PM