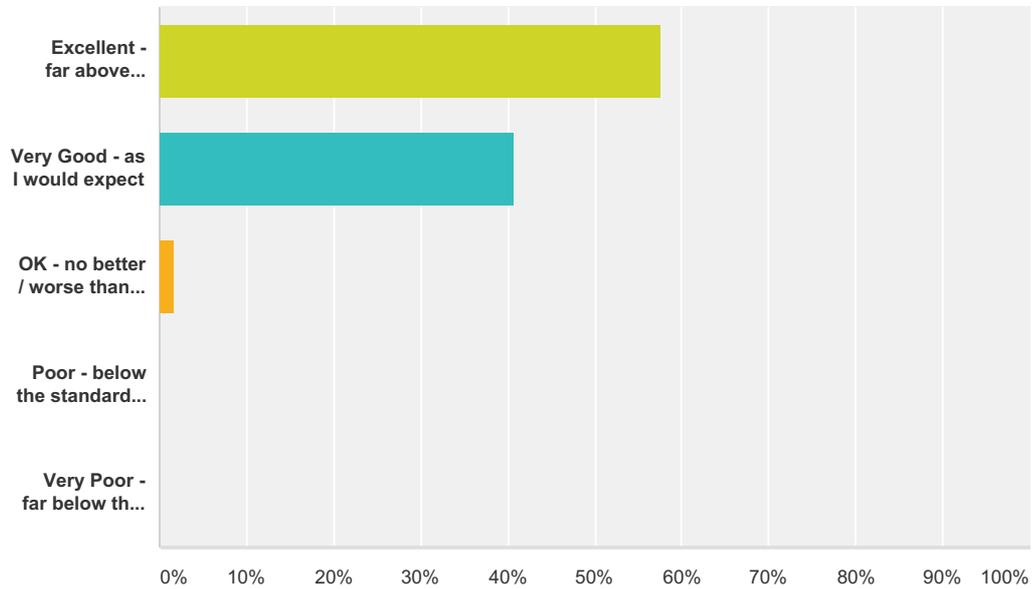


Q1 How would you rate the quality of service from Ash Logistics office staff in arranging your delivery / collection?

Answered: 118 Skipped: 1



Answer Choices	Responses
Excellent - far above expectations	57.63% 68
Very Good - as I would expect	40.68% 48
OK - no better / worse than other delivery companies	1.69% 2
Poor - below the standard expected	0.00% 0
Very Poor - far below the standard expected	0.00% 0
Total	118

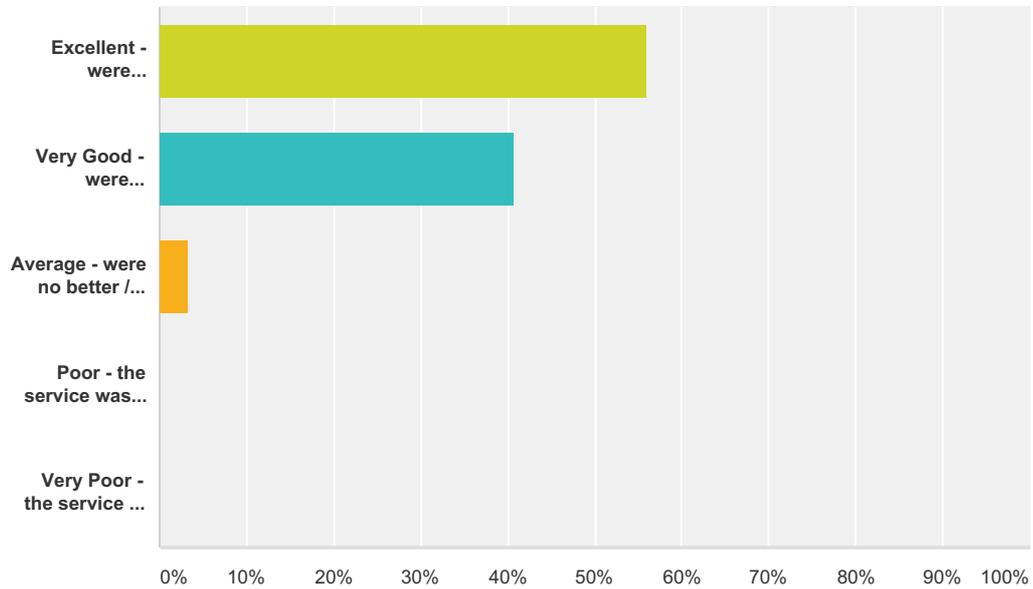
#	Comments if any	Date
1	Great communication throughout which was great	6/30/2017 12:05 PM
2	Appreciated the opportunity to exchange emails on delivery. Was able to get a timeslot that worked really well for me.	6/27/2017 11:00 PM
3	Even if I can't email my reply for delivery and make a call to ash logistics I always get a quick response and the staff are very polite to talk to	6/27/2017 9:13 PM
4	Very personal touch with emails you can respond to and are answered very quickly and accommodated my needs of a weekend delivery.	6/26/2017 6:50 PM
5	Really simple and helpful that offered for delivery men to call when an hour away	6/25/2017 11:46 PM
6	very helpful in making arrangements by phone and email	6/25/2017 10:35 PM
7	Arrived when they said it would.	6/25/2017 9:44 PM
8	Really helpful email contact prior to delivery -felt like you were communicating with real people!!!	6/25/2017 8:52 PM
9	Actually took notice of delivery time - ensured they arrived within the designated slot but bearing in mind I had to leave at a certain time.	6/25/2017 8:15 PM
10	Excellent communication and flexibility in arranging the delivery	6/25/2017 6:07 PM
11	Was initially surprised I had to wait until Ash Logistics were delivering in my area, but then they were very accommodating in delivering when I had a day off work.	6/25/2017 5:51 PM

Ash Logistics Customer Satisfaction - June 2017

12	Excellent service	6/12/2017 9:29 AM
13	Excellent communication about delivery times	6/9/2017 9:03 PM
14	Accommodated an exalt delivery time as I had other work commitments that day. Good contact on email too.	6/8/2017 11:46 AM
15	Replied to requests promptly and effectively.	6/7/2017 1:59 PM
16	Very friendly telephone manner, very helpful	6/7/2017 8:37 AM
17	An extremely easy experience, the team are very communicative.	6/6/2017 8:07 PM
18	It was a bit complicated but they were really helpful and communicative	6/6/2017 11:28 AM
19	easy to communicate with and flexible	6/4/2017 12:10 PM

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

Answered: 118 Skipped: 1

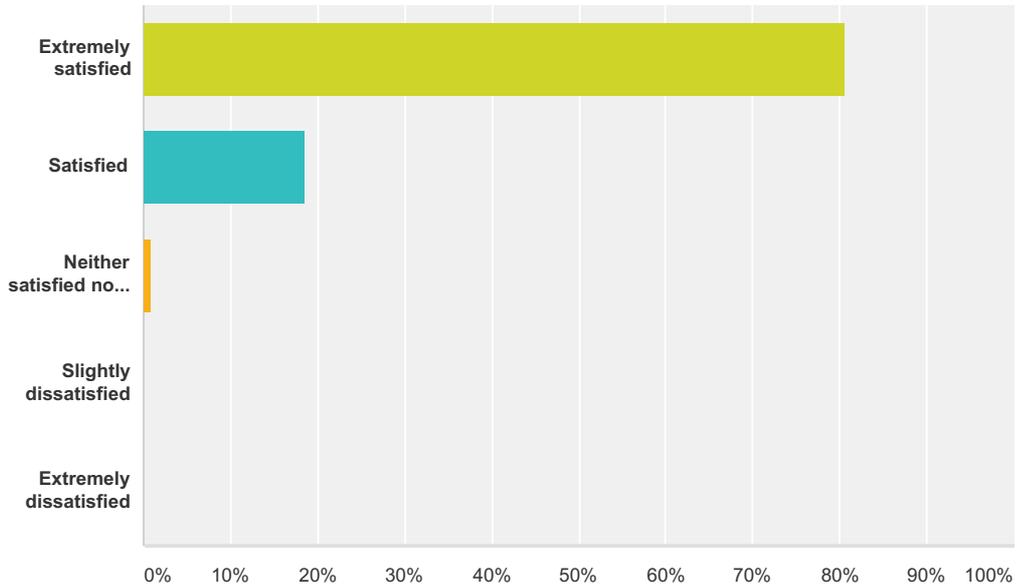


Answer Choices	Responses
Excellent - were professional to a level that far exceeded my expectations	55.93% 66
Very Good - were professional to a level I expect	40.68% 48
Average - were no better / worse than other delivery companies	3.39% 4
Poor - the service was below that I which expect	0.00% 0
Very Poor - the service was far below that I which expect	0.00% 0
Total	118

#	Comments if any	Date
1	but, they had no instruction to call 30mins before...allegedly	6/30/2017 12:30 PM
2	Great guys. Great communication. Fast and efficient service all round.	6/30/2017 12:05 PM
3	The two delivery men were very friendly and even unpacked my parcel to check all was well I've had quite a few del	6/27/2017 9:13 PM
4	Very considerate of the house and handled furniture /surroundings with care. Polite and professional throughout - really great service	6/25/2017 11:46 PM
5	Polite and professional - placed item exactly where I needed it.	6/25/2017 8:15 PM
6	Really pleasant and professional crew member.	6/25/2017 6:07 PM
7	Two great guys, very friendly and professional. Took all the packaging away with them.	6/25/2017 5:51 PM
8	The crew are delightful. Very careful. Very friendly.	6/9/2017 7:16 PM
9	Polite, helpful and competent crew for my delivery. Nice couple of blokes	6/8/2017 11:46 AM
10	Basic delivery, no pleasantries or customer service, just drop & go...it was early though to be fair!	6/7/2017 8:37 AM
11	The delivery/collection team were helpful and professional, no complaints at all.	6/6/2017 8:07 PM

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

Answered: 119 Skipped: 0



Answer Choices	Responses
Extremely satisfied	80.67% 96
Satisfied	18.49% 22
Neither satisfied nor dissatisfied	0.84% 1
Slightly dissatisfied	0.00% 0
Extremely dissatisfied	0.00% 0
Total	119

#	Comments if any	Date
1	Lovely and efficient company	6/30/2017 12:05 PM
2	Called in advance as requested.	6/27/2017 9:13 PM
3	I have had quite a few deliveries that I ordered from graham and green which ash logistics have delivered and I have had only excellent service every time	6/27/2017 9:13 PM
4	The delivery crew were very friendly and professional. If I had any comment it would be there wasn't much flexibility around delivery days and times. So when I couldn't take the first date it felt pot luck as to when the next date would be.	6/25/2017 8:14 PM
5	I loved the fact that they kept me informed at every stage and were very accommodating of our restricted times in which to deliver. First class.	6/25/2017 7:03 PM
6	Happy customer - thank you	6/25/2017 6:07 PM
7	Just a shame Graham&Green charges £48 delivery fee, when so many offer free delivery these days especially when spending almost £1000 with them.	6/25/2017 5:51 PM
8	Look forward to my next visit from the Scotland crew!!	6/9/2017 7:16 PM
9	Arrived very promptly. An efficient and friendly experience.	6/7/2017 2:39 PM
10	Great telephone team let down slightly by less than engaging delivery team	6/7/2017 8:37 AM
11	I was extremely satisfied with the experience. The only thing I could mention is that I provided my husbands name/number for the pre-delivery call but they called me instead. These details had clearly not got through to the team. Not an issue but worth looking into.	6/6/2017 8:07 PM