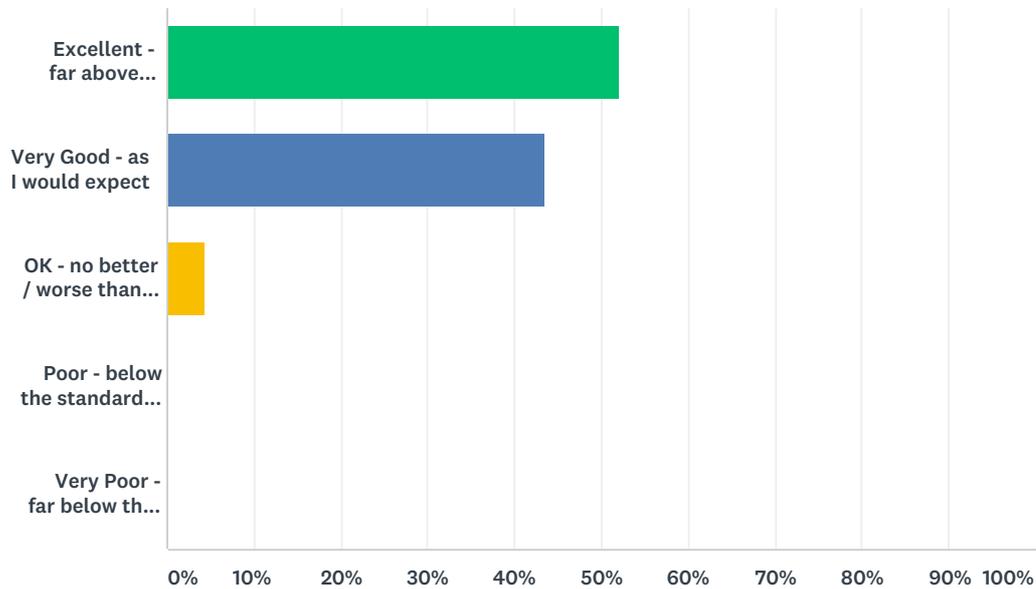


Q1 How would you rate the quality of service from Ash Logistics office staff in arranging your delivery / collection?

Answered: 228 Skipped: 0



ANSWER CHOICES	RESPONSES
Excellent - far above expectations	52.19% 119
Very Good - as I would expect	43.42% 99
OK - no better / worse than other delivery companies	4.39% 10
Poor - below the standard expected	0.00% 0
Very Poor - far below the standard expected	0.00% 0
TOTAL	228

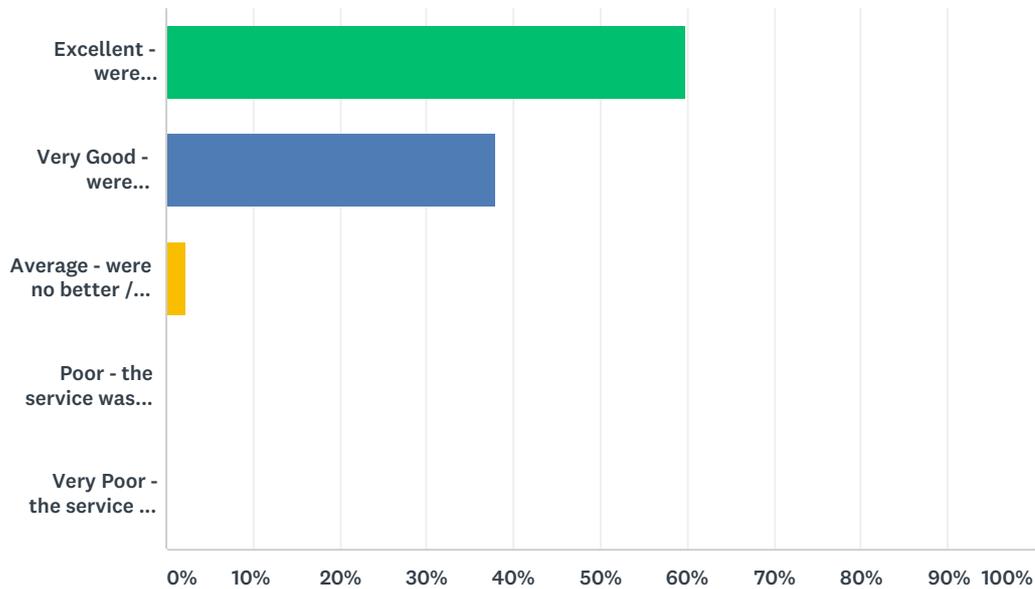
#	COMMENTS IF ANY	DATE
1	Effective and friendly communication.	9/28/2017 7:41 PM
2	The men who delivered the table and chairs were polite and efficient	9/28/2017 4:17 PM
3	The delivery team arrived on my road and the lorry was too big for the street, they didn't give up however, and ended up parking at the bottom of the street and carrying the package up the hill!	9/25/2017 4:37 PM
4	Both the men who helped deliver the goods were superb. Very friendly and professional.	9/24/2017 8:32 AM
5	Surprising in this day and age - answered phone, helpful, pragmatic and flexible.	9/24/2017 8:25 AM
6	Extremely pleasant and helpful	9/20/2017 2:33 PM
7	Beyond helpful. Going out of their way to work with my timetable. I really appreciated that.	9/20/2017 9:12 AM
8	Lovely guys - couldn't have been any more professional	9/19/2017 10:15 AM
9	Very accommodating regarding delivery	9/17/2017 8:39 PM
10	superb!	9/17/2017 7:53 PM
11	Didn't speak with them.	9/17/2017 4:00 PM
12	changed my delivery slot to suit me, !	9/14/2017 5:36 PM
13	2 man team delivered very heavy mirror. They were fastidiously careful, tidy, polite and efficient	9/14/2017 12:50 PM
14	Very professional	9/13/2017 7:20 AM

Ash Logistics Customer Satisfaction - September 2017

15	The team were responsive and helpful. They appeared to understand my problem and offered a workable solution. The standard of communication very high and everyone was polite.	9/11/2017 8:34 AM
16	Very polite	9/10/2017 9:17 PM
17	Would of been easier to have a smaller window slot.	9/10/2017 6:47 PM
18	Offered to take all the packaging away for once I had opened and checked the delivery!	9/10/2017 5:27 PM
19	Needed to change original delivery date at short notice. Very accomodating	9/10/2017 4:25 PM
20	Polite friendly & efficient	9/10/2017 3:47 PM
21	Nice & friendly delivery team who were happy to carry the cabinet to my room of choice, unwrapped for me and took the packaging which is unusual.	9/7/2017 7:55 PM
22	Very pleased with the service ,would use again .	9/6/2017 2:09 PM
23	The guys were great, very helpful and a credit to the company	9/6/2017 12:28 PM
24	Lovely delivery people, polite helpful and funny	9/4/2017 3:52 PM

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

Answered: 227 Skipped: 1



ANSWER CHOICES	RESPONSES
Excellent - were professional to a level that far exceeded my expectations	59.91% 136
Very Good - were professional to a level I expect	37.89% 86
Average - were no better / worse than other delivery companies	2.20% 5
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	227

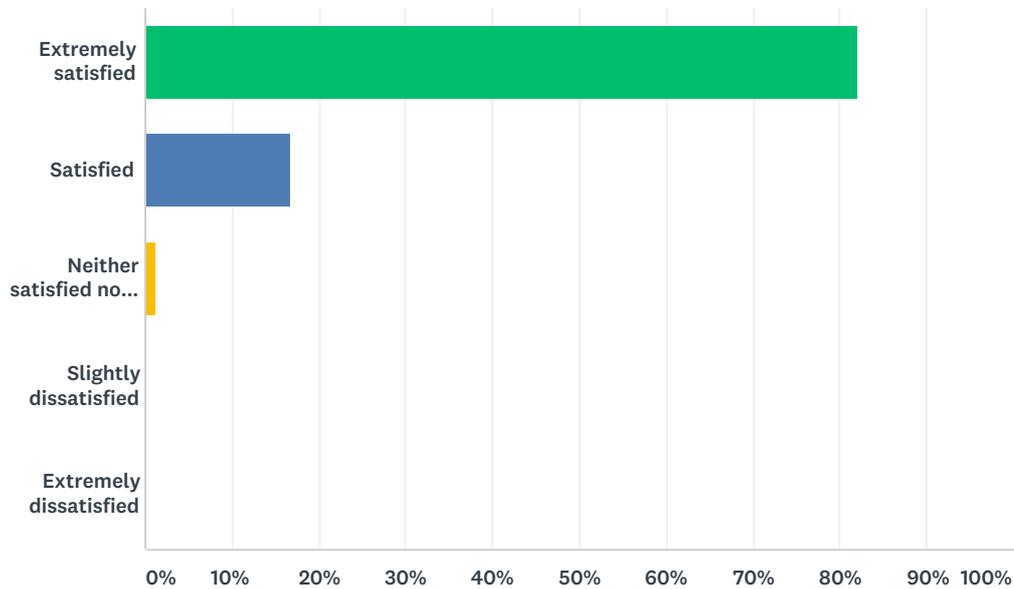
#	COMMENTS IF ANY	DATE
1	We've had a lot of deliveries lately and this was as good as it gets.	9/28/2017 7:41 PM
2	Excellent communication, very helpful and friendly	9/28/2017 3:33 PM
3	My neighbour said they were super friendly and very helpful	9/25/2017 4:37 PM
4	Very helpful and friendly	9/25/2017 11:33 AM
5	Staff was extremely helpful and brought the item in the right room	9/24/2017 7:33 PM
6	Everything went perfectly	9/24/2017 8:32 AM
7	Left exactly where I asked - rarely happens	9/20/2017 2:33 PM
8	the delivery guys were very understanding that I had only just rived to an empty place	9/20/2017 11:05 AM
9	Delivery address was my workplace so i didn;t personally take delivery.	9/20/2017 9:48 AM
10	Just such nice guys. So polite and helpful and it was great to not have to deal with the packaging. Nice touch.	9/20/2017 9:12 AM
11	Tony is great - very friendly and helpful.	9/20/2017 8:59 AM
12	superb!	9/17/2017 7:53 PM
13	very helpful, they unpacked the item, took it into the room and took the packaging away.	9/17/2017 3:28 PM
14	and they arrived bang on time, and hadn't phoned me first as they were worried it was too early	9/14/2017 5:36 PM

Ash Logistics Customer Satisfaction - September 2017

15	Alaways kept me informed the best delivery service we have had !!	9/14/2017 10:47 AM
16	Got a call from the delivery man	9/14/2017 9:42 AM
17	Delivered but received by concierge so cannot comment personally	9/11/2017 8:37 AM
18	The delivery crew did exactly as was promised and I was very pleased.	9/11/2017 8:34 AM
19	So pleasant and helpful again, nothing too much trouble	9/11/2017 8:26 AM
20	Very helpful, friendly and polite.	9/10/2017 6:47 PM
21	Polite, pleasant, helpful	9/10/2017 5:29 PM
22	Excellent, advised between 12-4pm and then called earlier on day to deliver.	9/10/2017 4:25 PM
23	Very professional	9/10/2017 3:47 PM
24	Very pleasant team	9/6/2017 2:09 PM
25	delightful men on both delivery and pick up	9/4/2017 7:36 PM
26	They were really accommodating :)	9/4/2017 3:09 PM
27	the delivery guys as always are polite charming and careful.	9/4/2017 1:24 PM

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

Answered: 228 Skipped: 0



ANSWER CHOICES	RESPONSES
Extremely satisfied	82.02% 187
Satisfied	16.67% 38
Neither satisfied nor dissatisfied	1.32% 3
Slightly dissatisfied	0.00% 0
Extremely dissatisfied	0.00% 0
TOTAL	228

#	COMMENTS IF ANY	DATE
1	Wish more companies were as friendly, polite, smiley and pleasant like the two men who delivered our furniture. More companies should use you. Many thanks	9/29/2017 7:00 AM
2	Very considerate and professional people to deal with	9/28/2017 7:41 PM
3	I was grateful to the team for the excellent and helpful email exchanges we had.	9/28/2017 4:06 PM
4	Cannot fault the service	9/28/2017 3:33 PM
5	They were so much more helpful than a lot of the courier companies that deliver to us	9/25/2017 8:06 PM
6	Easily the best service we have had from any company performing a similar function	9/24/2017 8:32 AM
7	Thank you	9/24/2017 8:25 AM
8	Would recommend this co to anyone. I spend my life fighting with courier/ delivery companies. The service from this one is suprrb	9/20/2017 2:33 PM
9	Ash always goes the extra mile to ensure delivery at a convenient time	9/20/2017 2:08 PM
10	Excellent service	9/19/2017 10:15 AM
11	Delivery really helpful and friendly	9/17/2017 8:39 PM
12	It might be helpful if someone inspected the furniture before delivered.	9/17/2017 4:05 PM
13	Hope you will deliver again !!	9/14/2017 10:47 AM
14	Super friendly staff delivered our furniture, very friendly, very careful!	9/13/2017 8:18 PM

Ash Logistics Customer Satisfaction - September 2017

15	Informative, polite and professional	9/13/2017 7:20 AM
16	All very smooth. Two mirrors delivered. No damage.	9/12/2017 8:32 PM
17	Very pleasant and cheery delivery driver ay early o clock!	9/11/2017 5:46 PM
18	1st class in every way, well done!	9/11/2017 9:27 AM
19	I commend all staff members who assisted me. Excellent service. Thank you.	9/11/2017 8:34 AM
20	I would recommend you to anyone looking for logistics and if I have the need and choice again, my first choice would be you	9/11/2017 8:26 AM
21	Delivery men were very polite and helpful , they offered to place the item where I wanted it and carried it upstairs .They even took the time to explain how to unpack the item and gave me assembly instructionshappy days	9/10/2017 7:37 PM
22	Very easy to arrange delivery and rang to inform us when they were about an hour away which is a massive help so you don't have to sit in all day waiting.	9/10/2017 7:09 PM
23	Ash Logistics gave a convenient 4-hour delivery window, then rang me when 1-hr away, arrived sooner, and were careful-considerate-courteous. Very pleased with their service.	9/10/2017 7:09 PM
24	Good communications which helps and obliging for a weekend slot, if all delivery companies could be like Ash Logistics	9/10/2017 4:25 PM
25	Excellent	9/10/2017 3:47 PM
26	Never worry about ordering large items from G&G because I know they use ASH	9/4/2017 3:52 PM