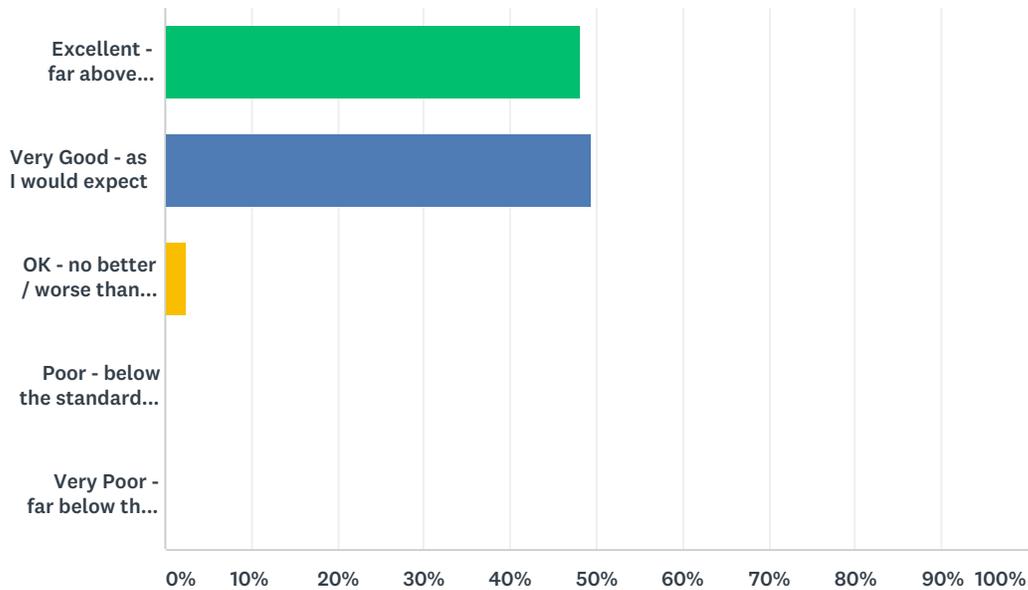


Q1 How would you rate the quality of service from Ash Logistics office staff in arranging your delivery / collection?

Answered: 278 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent - far above expectations	48.20%	134
Very Good - as I would expect	49.28%	137
OK - no better / worse than other delivery companies	2.52%	7
Poor - below the standard expected	0.00%	0
Very Poor - far below the standard expected	0.00%	0
TOTAL		278

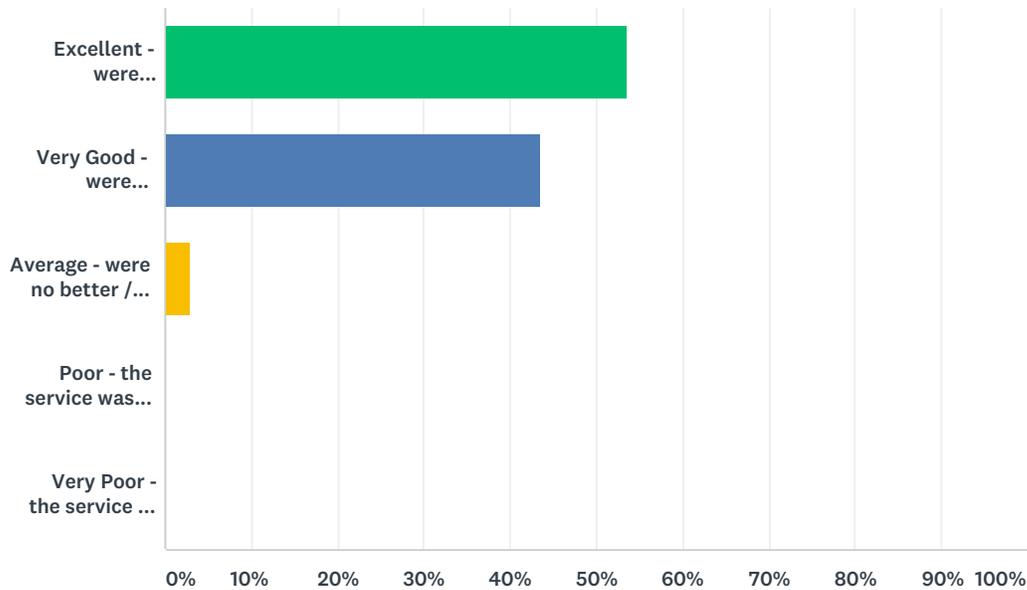
#	COMMENTS IF ANY	DATE
1	Little bit after the delivery time, but quite expected because of road works and traffic - other than that delivery was very good and packages intact.	12/4/2017 10:34 AM
2	Absolutely no negative comments whatsoever.	12/2/2017 6:14 PM
3	Shame that all your emails to btinternet emails go to spam	12/2/2017 12:24 PM
4	As I was working I telephoned to cancel the first delivery, I cancelled the second one by email. An excellent service, very helpful.	12/1/2017 8:32 PM
5	Wonderful service. very cheery staff. Well above expectations on every level	12/1/2017 2:31 PM
6	Really appreciated personal phone call and delivery options	12/1/2017 1:05 PM
7	Was a bit confusing getting an email confirming the delivery day/time that I had to reply Ok to. I just deleted the email and you had to remind me and as result almost had to change the delivery date. All other delivery companies just set the date and then deliver	12/1/2017 12:59 PM
8	Very helpful, very efficient	11/30/2017 8:54 AM
9	Arrived at exactly the time they said . Very helpful in terms of putting boxes where I wanted	11/29/2017 3:39 PM

Ash Logistics Customer Satisfaction - November 2017

10	Got a phone call to establish if delivery time convenient	11/26/2017 2:45 PM
11	very polite, swift assembly. Very pleased. Please pass on our gratitude.	11/25/2017 9:04 PM
12	Lovely courtesy call to let me know how far away they were.	11/23/2017 6:22 PM
13	Perhaps a bit too much contact? But better this than too little!	11/22/2017 4:25 PM
14	I received an email about 3 days before they delivered my clock with a time window and giving me the option to change the date if necessary	11/18/2017 11:47 PM
15	Precise and helpful	11/18/2017 7:58 PM
16	Really good service.	11/18/2017 7:54 PM
17	I liked that you contact via email	11/17/2017 8:26 PM
18	Very polite	11/17/2017 2:19 PM
19	great communications giving delivery flexible choices	11/17/2017 9:02 AM
20	The best I have met so far	11/16/2017 10:19 PM
21	Driver called me as I was late back and left it for me where I asked.	11/16/2017 6:44 PM
22	The two men who came to deliver were very helpful.	11/16/2017 4:40 PM
23	Contacted by email late evening and I received a response to my email sent back confirm that the day and time for my delivery was ideal. I received a very quick response in return.	11/16/2017 3:05 PM
24	Great communication	11/16/2017 2:45 PM
25	Rang me leaving a very clear message and answered promptly when I called back	11/16/2017 2:28 PM
26	Very professional service. Very courteous. Thanks.	11/16/2017 2:21 PM
27	The driver was great at keeping in touch and even replied to my texts!	11/16/2017 2:19 PM
28	Proactive and I liked that I was contacted before delivery with flexible options	11/16/2017 2:13 PM
29	Very polite helpful friendly guys !	11/16/2017 1:56 PM
30	Thank you for rearranging delivery to a date that was convenient to me.	11/16/2017 1:40 PM
31	Guy I spoke to on phone was exceptionally lovely	11/15/2017 11:01 PM
32	Staff were really accommodating and genuinely seemed to want to make the delivery process as convenient as possible for the customer.	11/15/2017 8:01 PM
33	A second date quickly arranged when the first was not convenient. Prompt response to emails.	11/15/2017 7:53 PM
34	friendly and clear instructions	11/15/2017 7:49 PM
35	Very punctual	11/15/2017 4:04 PM
36	Really helpful friendly delivery person and kept well informed of delivery details/dates/times	11/15/2017 3:23 PM
37	Excellent service. Delivery team had travelled a long way and were prompt - and found our house! Not always easy given where we live	11/15/2017 3:20 PM
38	Polite and efficient. Sorted out a mistake quickly.	11/15/2017 3:10 PM
39	Brilliant very polite and brought it into the house for me	11/15/2017 2:44 PM
40	Excellent communication and helpful delivery times	11/15/2017 2:44 PM

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

Answered: 276 Skipped: 2



ANSWER CHOICES	RESPONSES	
Excellent - were professional to a level that far exceeded my expectations	53.62%	148
Very Good - were professional to a level I expect	43.48%	120
Average - were no better / worse than other delivery companies	2.90%	8
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		276

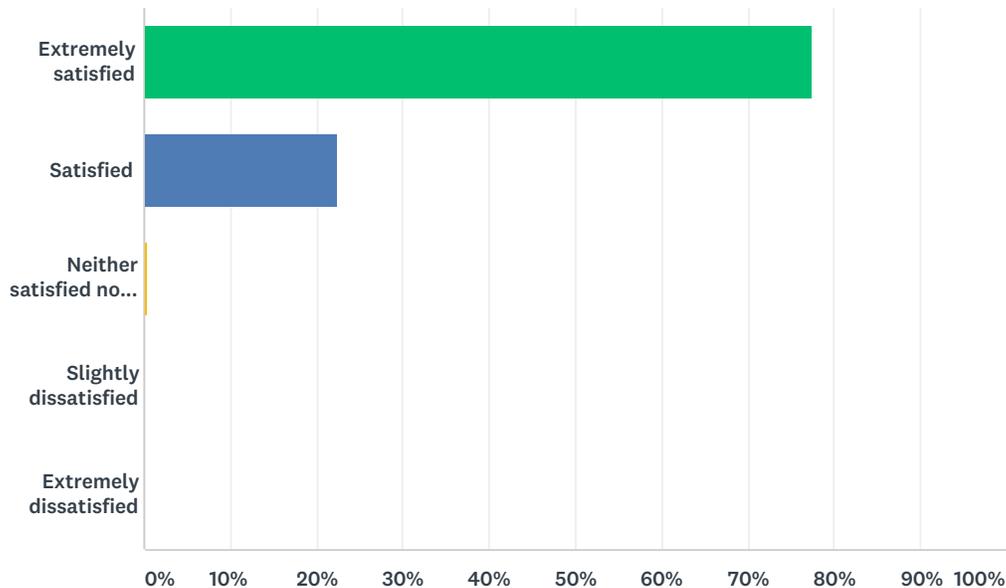
#	COMMENTS IF ANY	DATE
1	Very polite waited while we unpacked packages to check for breakages	12/4/2017 10:34 AM
2	The one hour phone call was actually 1.5 hours. Also the box was quite badly damaged although contents seem ok	12/2/2017 12:24 PM
3	They were a joy, thank you!	12/1/2017 1:37 PM
4	Both were polite , helpful and very personable	11/30/2017 8:54 AM
5	Very pleasant	11/29/2017 3:39 PM
6	They arranged a time of 8.30 delivery but then didn't let me know they were stuck in traffic. I didn't mind them being late than they said but I was waiting to take my children to school & it would have been useful to have an update.	11/28/2017 2:19 PM
7	Called to give me warning of arrival and were professional and courteous	11/27/2017 3:20 PM
8	2 charming men who telephoned half and hour before arrival and then unwrapped my item. Excellent service.	11/27/2017 2:53 PM
9	Very pleasant lads who unpacked my item and took the packaging away	11/25/2017 4:19 PM

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10	Very professional, courteous and friendly. Offered to bring in my parcel and placed somewhere convenient for me. Much appreciated!	11/23/2017 6:22 PM
11	The poor delivery drivers had experienced unexpected delays due to traffic which meant that I did not receive my delivery until 10.15pm. Although this was not ideal, the delivery men kept me regularly updated via phone and were apologetic and courteous at all times. Couldn't have been nicer and a credit to the company.	11/22/2017 7:30 PM
12	Didn't meet their 4 hour time slot but they were close	11/22/2017 4:25 PM
13	I wasn't there	11/20/2017 8:42 PM
14	The two men who delivered the table were very professional and extremely helpful. They took the time to help me manoeuvre the other furniture inside the storage locker before they brought the table in.	11/20/2017 9:40 AM
15	I got a phone call 15 /20 minutes before my clock was delivered to say they were on their way - very polite, and very courteous and polite when delivering the clock	11/18/2017 11:47 PM
16	Very willing and helpful	11/18/2017 7:58 PM
17	The crew brought in our order carefully and were very polite. When we opened our order to find it broken and rang back they were very quick to say they'd come back for it straight away which was very helpful.	11/17/2017 8:26 PM
18	Barry was excellent. Super star help. He was so embarrassed the fittings to assemble bed were not included. An ordeal for me as on the floor on mattress for days.	11/17/2017 5:14 PM
19	Very polite	11/17/2017 2:19 PM
20	Very helpful, even helped me unpack	11/16/2017 10:19 PM
21	Two very friendly helpful delivery men	11/16/2017 3:05 PM
22	Offered to unpack and take packaging away, friendly, asked where I would like product placed	11/16/2017 2:45 PM
23	Very friendly and helpful	11/16/2017 2:39 PM
24	Phoned me in advance, were on time, very helpful and polite.	11/16/2017 2:33 PM
25	Delivery men were both efficient and charming	11/16/2017 2:28 PM
26	On time, professional	11/16/2017 2:13 PM
27	would have appreciated the phonecall to say on way as promised	11/16/2017 2:07 PM
28	Bit surprised they didn't offer to unpack goods and take packaging away for me.	11/16/2017 1:44 PM
29	They offered to unpack the furniture (which I declined) but brought the parcel in to my home and positioned it for me. They phoned beforehand to check that it was convenient to deliver.	11/16/2017 1:40 PM
30	super helpful, really friendly, went the extra mile.	11/16/2017 1:35 PM
31	Helpful, called an hour before delivery as requested.	11/15/2017 7:53 PM
32	cheery and courteous.	11/15/2017 7:49 PM
33	Very polite and courteous	11/15/2017 2:44 PM

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

Answered: 278 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely satisfied	77.34%	215
Satisfied	22.30%	62
Neither satisfied nor dissatisfied	0.36%	1
Slightly dissatisfied	0.00%	0
Extremely dissatisfied	0.00%	0
TOTAL		278

#	COMMENTS IF ANY	DATE
1	Probably the best delivery service I have ever come across. Rearranged delivery, phoned ahead (twice), delivered on time. Took care delivery items. Hugely impressed	12/3/2017 8:00 AM
2	They left their trolley behind. Not a problem for me but probably a problem for them! Otherwise they were very good given the difficult delivery circumstances.	12/1/2017 2:53 PM
3	Very nice very helpful, and helped timewise	12/1/2017 1:00 PM
4	would recommend	11/30/2017 8:54 AM
5	I wish they'd explained that in taking the packaging, I lost my chance to return item.	11/29/2017 1:18 PM
6	Delivery men were cheerful and polite	11/28/2017 7:24 PM
7	I had to ask for the box to be taken, where I had been given the impression that was a given so the item could be checked.	11/28/2017 1:09 PM
8	I don't normally write reviews but felt I had to on this occasion as I was so impressed. Many thanks	11/27/2017 2:53 PM
9	Very happy with communication and very pleased that the delivery crew took away all packaging. Very happy to buy large items from graham and green again knowing this is the service I can expect.	11/27/2017 9:04 AM

Ash Logistics Customer Satisfaction - November 2017

10	Both of your staff deserve positive feedback.	11/25/2017 9:04 PM
11	Lovely service, my delivery was organised very promptly and far earlier than anticipated. Lovely member of staff who delivered great service. A credit to your company, thank you.	11/23/2017 6:22 PM
12	Very professional - helped me unpack everything and took away all the bulky packaging. Great service.	11/21/2017 10:58 AM
13	The 2 guys were so nice and very helpful!	11/20/2017 1:57 PM
14	Great communication - thank you	11/19/2017 8:15 AM
15	excellent service :)	11/18/2017 11:47 PM
16	Keep up the good work!	11/17/2017 8:26 PM
17	very satisfied, delivery came on time and fragile item delivered carefully	11/17/2017 9:02 AM
18	Fantastic service	11/16/2017 10:42 PM
19	Wonderful thank you	11/16/2017 6:44 PM
20	the removal guys were friendly and pleasant	11/16/2017 3:09 PM
21	Would recommend	11/16/2017 3:05 PM
22	I will use again	11/16/2017 2:13 PM
23	Thank you.	11/16/2017 1:40 PM
24	all we would say is that 72hr or 24hr notice for delivery is very difficult for us as we need as much notice as possible to book in a delivery	11/16/2017 1:25 PM
25	Overall they were fantastic as I was working on the day of delivery! They gave me a slot of between 3/7.30. I told them this and they delivered when someone was home which was very good indeed!!! Overall an excellent service thank you.	11/16/2017 6:09 AM
26	So good - would recommend them - and consider using ourselves	11/15/2017 3:20 PM
27	Great helpful service	11/15/2017 2:44 PM