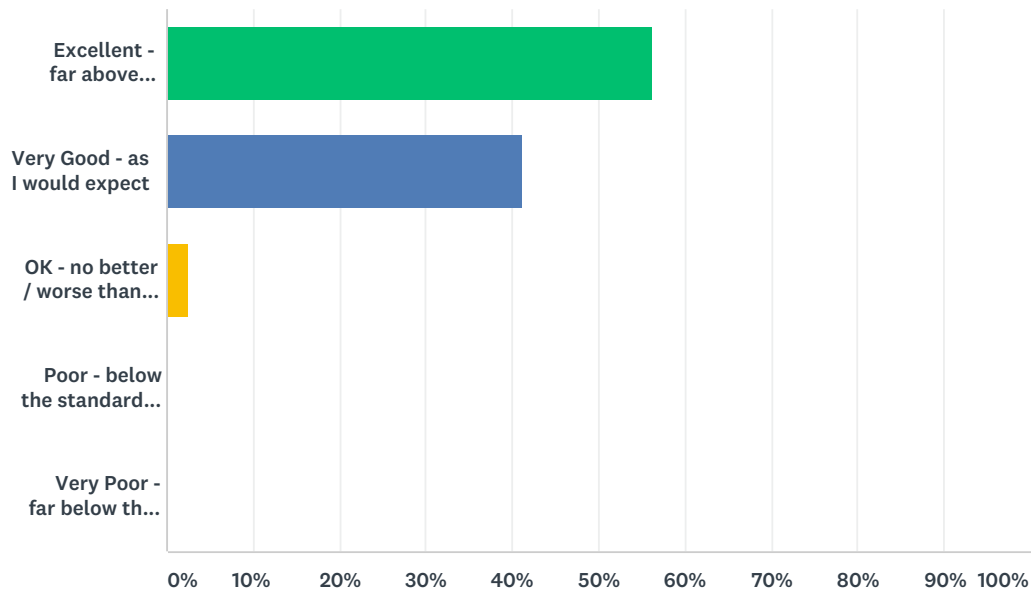


Q1 How would you rate the quality of service from Ash Logistics office staff in arranging your delivery / collection?

Answered: 119 Skipped: 0



ANSWER CHOICES	RESPONSES
Excellent - far above expectations	56.30% 67
Very Good - as I would expect	41.18% 49
OK - no better / worse than other delivery companies	2.52% 3
Poor - below the standard expected	0.00% 0
Very Poor - far below the standard expected	0.00% 0
TOTAL	119

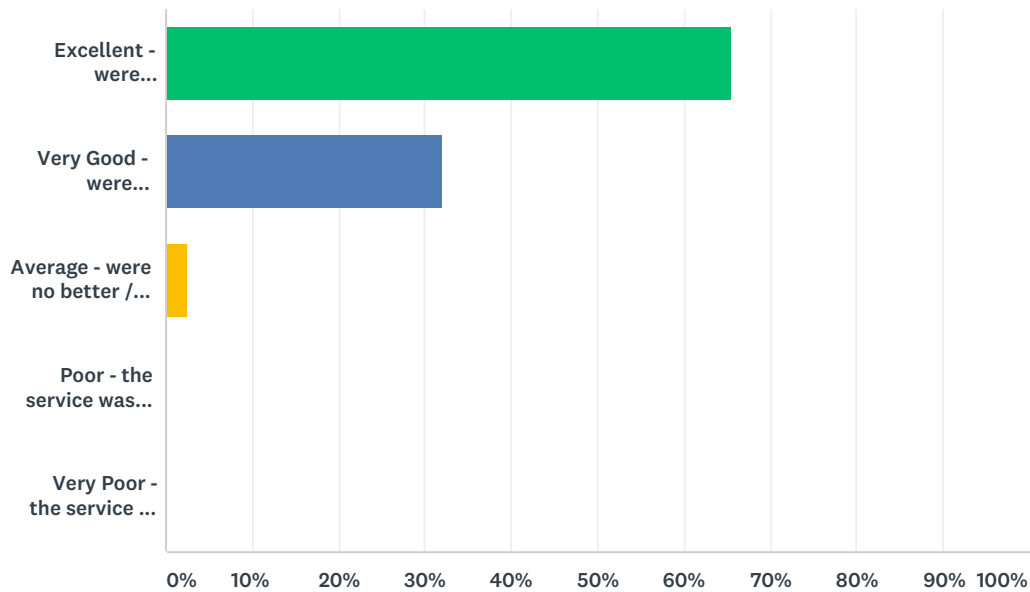
#	COMMENTS IF ANY	DATE
1	Good communication	2/11/2018 1:58 PM
2	So kind and polite. Marvellous folk.	2/10/2018 7:47 PM
3	The communications I received regarding my delivery were very informative.	2/10/2018 6:08 PM
4	Booked a 4 hour slot and driver phoned 20 minutes before arrival. Gentlemen brought goods into house with the minimum of fuss. Great service from Ash logistics.	2/10/2018 2:19 PM
5	good comms, brought in the very large parcel and took shoes off!!	2/10/2018 1:24 PM
6	Professionnel & efficient.	2/10/2018 1:06 PM
7	Great company and very good adhering to school run times	2/8/2018 5:41 PM
8	really good communication	2/8/2018 3:48 PM
9	Delivery drivers were so friendly	2/8/2018 3:45 PM
10	Excellent customer communication, calls answered promptly, very personable	2/6/2018 7:12 PM
11	Very punctual, polite, helpful and quick	2/5/2018 10:43 AM
12	The guys were brilliant	2/4/2018 8:45 PM
13	The two delivery men were so helpful..... Excellent service	2/4/2018 6:20 PM
14	Very polite and friendly delivery guy,	2/4/2018 6:00 PM

Ash Logistics Customer Satisfaction - February 2018

15	Really appreciated their persistence in trying to contact me as graham and green had old unused email address	2/4/2018 5:38 PM
16	Prompt and precise	2/4/2018 5:01 PM

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

Answered: 119 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent - were professional to a level that far exceeded my expectations	65.55%	78
Very Good - were professional to a level I expect	31.93%	38
Average - were no better / worse than other delivery companies	2.52%	3
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		119

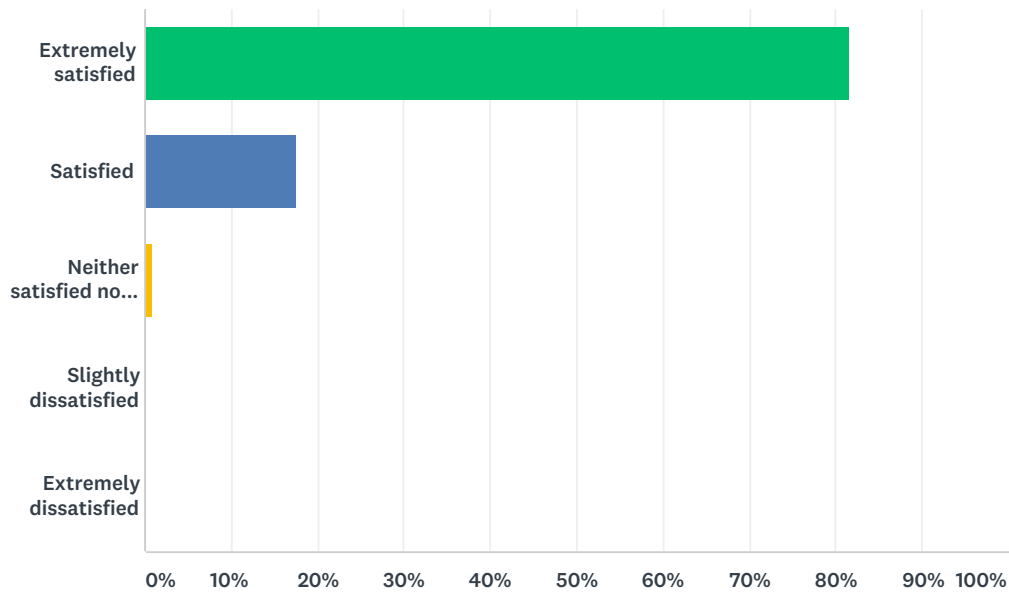
#	COMMENTS IF ANY	DATE
1	The team were extremely efficient and called an hour before which was really appreciated. When they arrived, they were very kind and went out of their way to help. It exceeded expectations because it's quite rare although it should be a level we expect	2/12/2018 12:01 AM
2	Telephoned before arrival	2/11/2018 1:58 PM
3	Very good looking and polite delivery man	2/10/2018 10:53 PM
4	Very kinf	2/10/2018 7:47 PM
5	Prompt efficient and helpful thank you	2/10/2018 2:42 PM
6	We have two wonderful delivery drivers, who are happy to help above and beyond their remit.	2/10/2018 1:08 PM
7	Professionnel & efficient.	2/10/2018 1:06 PM
8	Customer service -outstanding. The delivery guys are a credit to the company! Polite, professional and even tho they were very busy made time for a quick conversation. All credit to them!	2/9/2018 8:20 AM
9	On time and efficient	2/8/2018 3:45 PM
10	Really nice and efficient	2/8/2018 3:34 PM
11	Ash Logistics were the opposite of most of my delivery company experiences - friendly, a personal service, truly helpful advice and support. A really pleasant experience from the initial contact to the installation. Thank you, it reflects very well on both Brissi and Ash Logistics.	2/8/2018 3:22 PM

Ash Logistics Customer Satisfaction - February 2018

12	Friendly, helpful delivery guys.	2/8/2018 3:17 PM
13	Extremely courteous and accommdating	2/5/2018 9:10 AM
14	They delivered happily up two flights of stairs and automatically took all the rubbish away	2/4/2018 8:45 PM
15	Lovely, gentlemanly, polite in a way that's rarely seen these days and totally efficient with it	2/4/2018 5:01 PM

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

Answered: 119 Skipped: 0



ANSWER CHOICES	RESPONSES
Extremely satisfied	81.51% 97
Satisfied	17.65% 21
Neither satisfied nor dissatisfied	0.84% 1
Slightly dissatisfied	0.00% 0
Extremely dissatisfied	0.00% 0
TOTAL	119

#	COMMENTS IF ANY	DATE
1	Really lovely crew. Arrived on time and seemed in reasonable nick. Only reason for not 'extremely satisfied' is some damage which I imagine may be pre-existing	2/11/2018 3:18 PM
2	Very polite delivery man	2/11/2018 1:58 PM
3	person who called me to arrange really efficient & professional. guys turned up to deliver just before 7 having called me at 6.45 to say they were almost there. very very good service. this is how it should be but rarely is so expectations are lowered so It's v refreshing to get service you need & deserve.	2/10/2018 5:13 PM
4	It was a shame there was such a big gap between possible deliveries in my area. Other than that the communication was fantastic- quick responses and extremely helpful.	2/10/2018 4:04 PM
5	Very good communication prior to delivery and from the driver	2/10/2018 12:40 PM
6	Prompt. Friendly. Tidy. No damage taking chest upstairs.	2/10/2018 12:36 PM
7	Y	2/10/2018 12:03 PM
8	there was a lead time of a few days from when I was told goods had been collected from a wholesaler by Ash to Ash actually acknowledging receipt of them. This means that I had to wait longer than expected for my delivery.However once organised delivery was excellent	2/8/2018 3:43 PM
9	Perfect- definitely would use the company again .	2/4/2018 9:03 PM
10	Wish all delivery people were like this!	2/4/2018 8:45 PM
11	I had an early morning slot they were to time and efficient. Also very polite .	2/4/2018 6:23 PM

