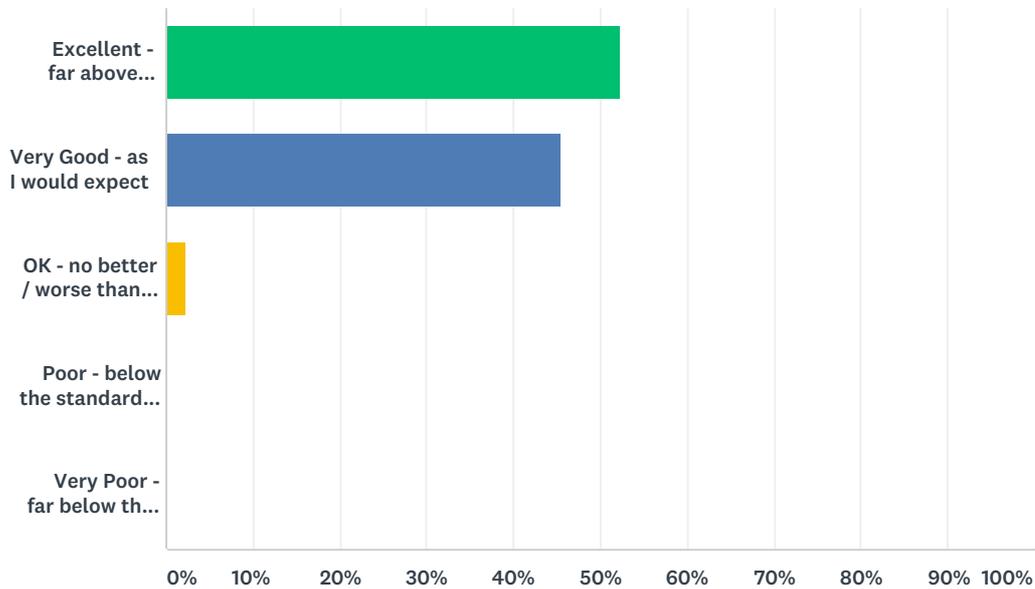


Q1 How would you rate the quality of service from Ash Logistics office staff in arranging your delivery / collection?

Answered: 214 Skipped: 1



ANSWER CHOICES	RESPONSES	
Excellent - far above expectations	52.34%	112
Very Good - as I would expect	45.33%	97
OK - no better / worse than other delivery companies	2.34%	5
Poor - below the standard expected	0.00%	0
Very Poor - far below the standard expected	0.00%	0
TOTAL		214

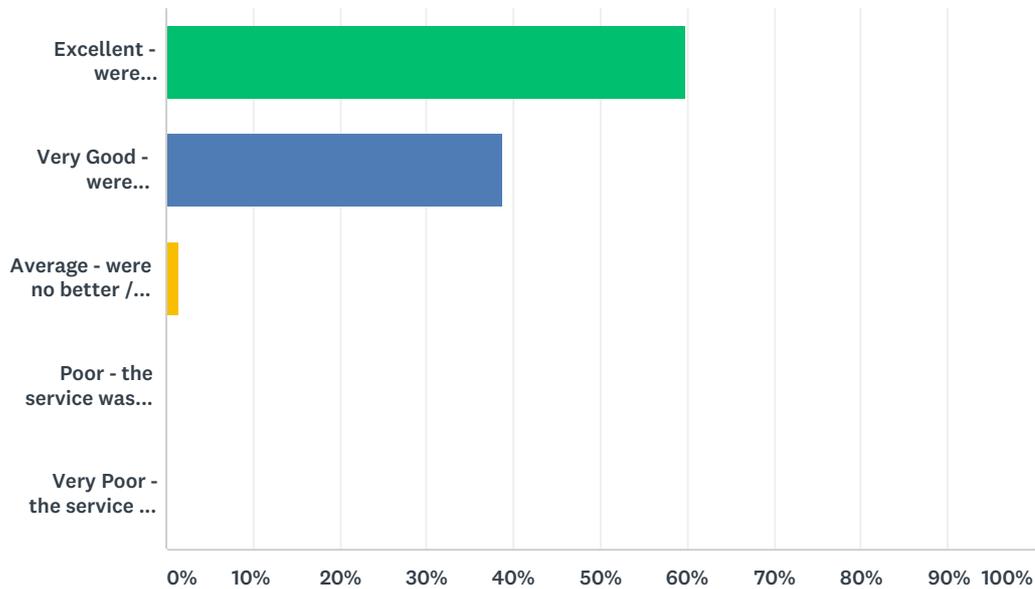
#	COMMENTS IF ANY	DATE
1	polite / punctual.	3/30/2018 10:32 AM
2	Absolutely fantastic service communication was great!	3/29/2018 2:53 PM
3	very kindly held the product when the carpet was delayed.	3/28/2018 5:56 PM
4	Polite, efficient & helpful (bringing heavy rose arch carefully inside).	3/27/2018 8:53 PM
5	They phoned twice and delivered exactly on time	3/24/2018 9:52 PM
6	Very polite and professional	3/24/2018 6:51 PM
7	Good flexibility to arrange delivery at a different address.	3/24/2018 4:42 PM
8	Rearranged delivery to suit me	3/24/2018 10:58 AM
9	Best delivery service I have ever used and I use a lot of different companies with my work.	3/22/2018 9:11 AM
10	Being given the option to confirm if the date/time worked for me was v good.	3/19/2018 11:51 PM
11	turned up in time slot, unpacked and took the box away, which I did not expect but was very welcome	3/19/2018 6:22 PM
12	Very friendly and polite and speedy delivery	3/19/2018 4:55 PM
13	Loved the email beforehand	3/19/2018 3:57 PM
14	Great service	3/19/2018 3:46 PM

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15	He helped re-package the returned item	3/19/2018 3:44 PM
16	the team was so kind and professional	3/16/2018 9:24 AM
17	Great and accurate communication in good time	3/15/2018 4:29 PM
18	Turned up early, which was great because i had the rest of the day free	3/13/2018 5:51 PM
19	They phoned, followed up with email and answered my call immediately, offered next day delivery as they were in my area. Polite, prompt and easy service.	3/12/2018 10:20 PM
20	Reaponded quick to my email. Really efficient at working around my school drop off.	3/10/2018 3:04 PM
21	Clear good communication and response!	3/10/2018 11:38 AM
22	Helpful and good drivers	3/10/2018 10:48 AM
23	Accommodated our limited time	3/6/2018 9:45 PM
24	Telephoned 15 minutes before arrival and came within time limit!	3/6/2018 7:44 PM
25	Stood communication	3/3/2018 6:41 PM
26	Great customer service. Chap on phone was lovely	3/3/2018 2:10 PM
27	Informative, personable and professional. If only more companies were the same!	3/3/2018 9:37 AM

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

Answered: 214 Skipped: 1



ANSWER CHOICES	RESPONSES
Excellent - were professional to a level that far exceeded my expectations	59.81% 128
Very Good - were professional to a level I expect	38.79% 83
Average - were no better / worse than other delivery companies	1.40% 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	214

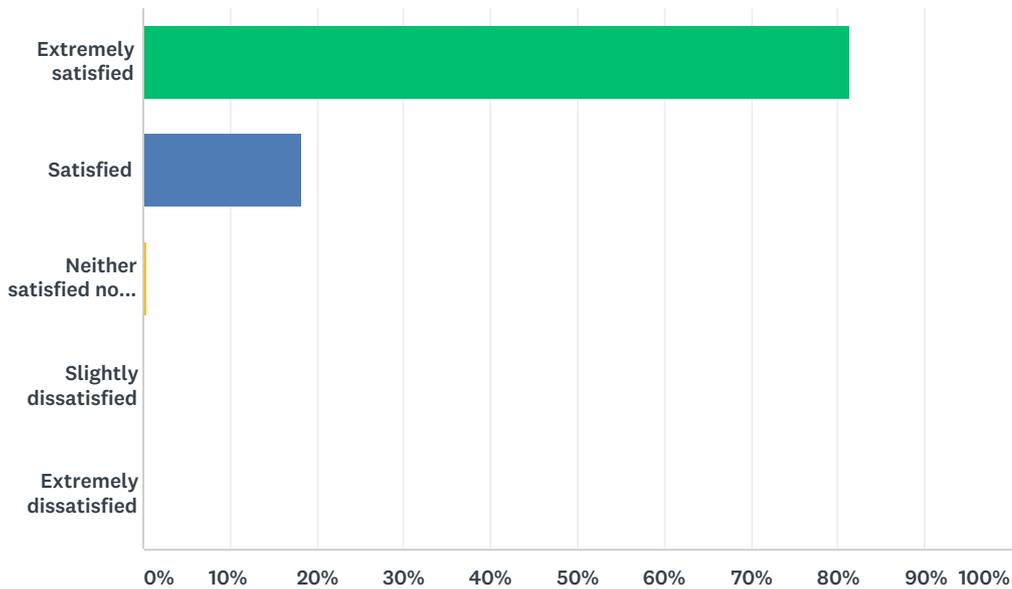
#	COMMENTS IF ANY	DATE
1	Particularly impressed with the communication both prior to delivery day and from your crew on delivery day, with regard to the time of delivery. They kept me very informed as to the time of delivery, and then called when they knew they would be delayed. Really helpful.	4/2/2018 5:55 PM
2	a phone call a fews before knocking on the door would be a minor improvement	3/30/2018 10:32 AM
3	I was not there but the concierge it out and said it worked great!	3/29/2018 2:53 PM
4	Lovely guys!	3/24/2018 9:52 PM
5	5 star! If only all delivery staff were as lovely as the gentlemen that delivered our mirror	3/24/2018 9:04 PM
6	The two delivery men helpfully moved another piece of furniture out of the way for me.	3/22/2018 1:34 PM
7	Charming and v helpful, what a rarity!	3/22/2018 9:16 AM
8	Very polite and helpful	3/22/2018 9:11 AM
9	Professional, courteous, phoned ahead and didn't need directions.	3/19/2018 5:31 PM
10	Very polite team	3/19/2018 3:46 PM
11	so polite	3/16/2018 9:24 AM
12	Although I didn't meet them they did exactly what they said they would.	3/15/2018 4:29 PM
13	Very happy and very friendly	3/10/2018 4:58 PM
14	Friendly, professional and took exceptional care not to mark the chair or walls during delivery	3/10/2018 11:03 AM

Ash Logistics Customer Satisfaction - March 2018

15	The guys where really considerate	3/6/2018 10:47 PM
16	he rang an hour ahead, was happy to put on shoe covers - carry the item up an internal flight of stairs as well as remove packaging- very polite and efficient	3/6/2018 7:13 PM
17	Just missing some plastic pads for a glass shelf on the trolley I ordered but I spoke to G&G and they will send them on to me	3/6/2018 6:43 PM
18	Delivered as promised despite unbelievably bad snowy conditions; very friendly and helpful crew. Many thanks!	3/3/2018 5:47 PM
19	Lovely to my dog!!!	3/3/2018 10:35 AM
20	Polite, prompt and helpful.	3/3/2018 9:37 AM

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

Answered: 214 Skipped: 1



ANSWER CHOICES	RESPONSES
Extremely satisfied	81.31% 174
Satisfied	18.22% 39
Neither satisfied nor dissatisfied	0.47% 1
Slightly dissatisfied	0.00% 0
Extremely dissatisfied	0.00% 0
TOTAL	214

#	COMMENTS IF ANY	DATE
1	I wouldn't normally even fill in a questionnaire but felt I had too as they service was fantastic	3/27/2018 6:31 PM
2	Great to see a company with good service - thanks :-)	3/24/2018 3:55 PM
3	Great customer service. They are great at arranging time for delivery, send out emails and then confirm slot. Phone when en route. The delivery guys were super helpful and made table quickly, took away all rubbish. Would highly recommend.	3/24/2018 10:30 AM
4	The service was great. Only problem hey has the wrong items. Not the logistics company fault but annoying all the same.	3/22/2018 9:59 AM
5	Generally. QUITE exceptional. We actually called Cox & Cox to compliment them on your services!	3/22/2018 9:15 AM
6	Extremely smooth, reliable service. Lovely polite delivery drivers.	3/20/2018 11:52 AM
7	V impressed that they took the rugby schedule into account and rearranged my slot for the morning.	3/19/2018 11:51 PM
8	My husband said this was the best delivery we've ever had!	3/19/2018 5:31 PM
9	Thank you!	3/19/2018 3:57 PM
10	I'd use them again!	3/19/2018 3:46 PM
11	Overall great service and communication	3/15/2018 4:29 PM
12	This company is excellent to deal with. Thank you!!	3/10/2018 11:38 AM

Ash Logistics Customer Satisfaction - March 2018

13	The service informed me of the delivery time beforehand, gave me a four-hour slot for delivery (very helpful), gave me a ring twenty minutes before arrival, and were very courteous and helpful on arrival. I am very happy with your service. Thank you.	3/6/2018 8:50 PM
14	i have had some really dreadful delivery experiences in the past year but this was excellent. thanks you	3/6/2018 7:13 PM
15	Your crews are always absolutely delightful!	3/4/2018 1:26 PM
16	Very professional.	3/3/2018 9:37 AM