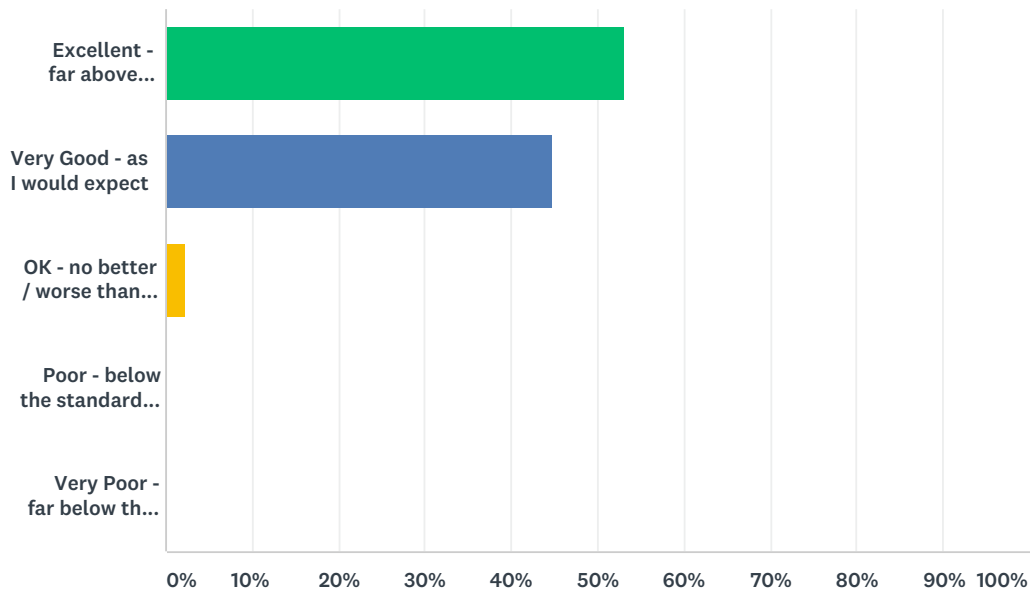


## Q1 How would you rate the quality of service from Ash Logistics office staff in arranging your delivery / collection?

Answered: 313 Skipped: 0



ANSWER CHOICES	RESPONSES
Excellent - far above expectations	53.04% 166
Very Good - as I would expect	44.73% 140
OK - no better / worse than other delivery companies	2.24% 7
Poor - below the standard expected	0.00% 0
Very Poor - far below the standard expected	0.00% 0
<b>TOTAL</b>	<b>313</b>

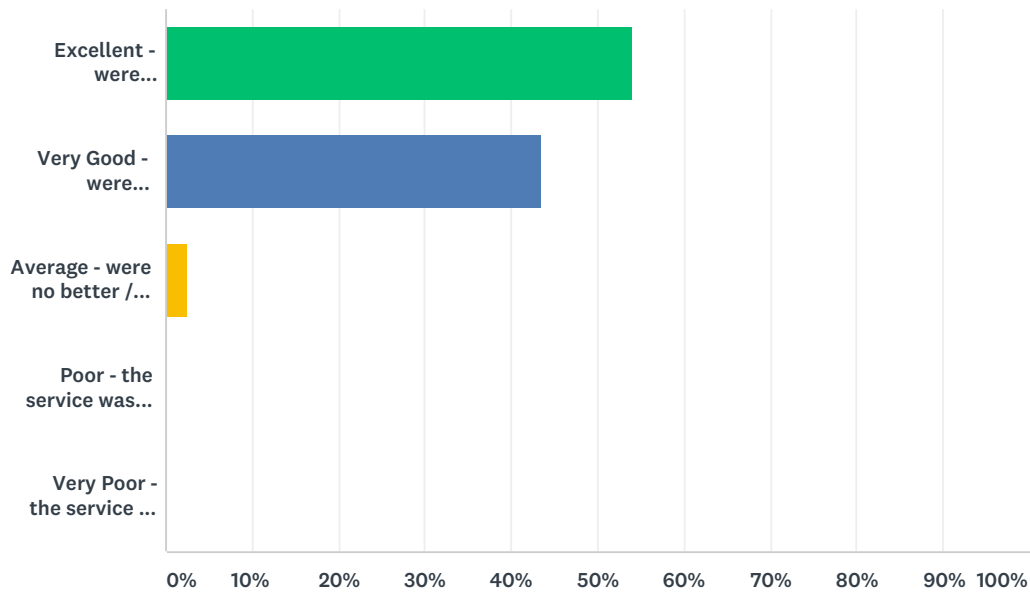
#	COMMENTS IF ANY	DATE
1	Friendly and helpful staff	4/30/2018 6:30 AM
2	Well within delivery slot and phone ahead.	4/28/2018 6:13 PM
3	Two emails to confirm delivery	4/28/2018 10:28 AM
4	Good efficient friendly service	4/27/2018 10:16 AM
5	Great, human comms.	4/27/2018 9:21 AM
6	They were very accommodating and were able to fit in with my limited availability. Thank you really appreciated it	4/27/2018 9:14 AM
7	Very good communication	4/27/2018 9:05 AM
8	Perfect and very friendly couriers	4/26/2018 2:37 PM
9	Excellent communication, timely delivery and friendly driver. What more could you ask for?!	4/26/2018 12:44 PM
10	Both times the men were excellent same man twice and really kind and helpful10/10	4/26/2018 12:25 PM
11	Great to receive phone call on route to collection so I could ensure someone there to assist.	4/25/2018 7:53 AM
12	Good concise email and prompt follow up to remind me to reply!	4/24/2018 10:22 AM
13	I didn't get initial email and I had to chase up with the seller but after this it was good service	4/23/2018 12:35 PM
14	Excellent communication and prompt responses to emails sent. Organised and efficient	4/20/2018 9:14 AM

## Ash Logistics Customer Satisfaction - April 2018

15	Good option of early morning delivery.	4/19/2018 7:43 PM
16	Was expecting my sofa to be delivered a week ago and was disappointed to discover it was not the sofa but another item. When I contacted Ash Logistics I discovered that the sofa had arrived just too late to be included in that delivery. I was told it would be around 12 days before the van would next be in our area The gentleman I spoke with was very apologetic and understanding and promised to do his best to have it delivered more quickly. I am pleased to say it was delivered today, one week later	4/19/2018 7:20 PM
17	Was a simple delivery ie. no furniture - just a mirror	4/19/2018 1:31 PM
18	Thanks again for print replies and updates!! I would highly recommend your company	4/19/2018 10:04 AM
19	Very easy.The delivery Men very pleasant and polite.	4/19/2018 9:50 AM
20	Very organised- and polite	4/18/2018 11:37 PM
21	Friendly	4/18/2018 7:29 PM
22	Great at accommodating changes and always very polite and obliging! Also very nice delivery guys in the day, and let us know updates on timing which was extremely helpful. Also always replied to emails instantly. Much appreciated.	4/15/2018 4:41 AM
23	Perhaps text when on way and more than 10 minutes notice would be nice	4/12/2018 8:39 AM
24	Very informative and first class	4/12/2018 8:09 AM
25	Really polite delivery guys	4/11/2018 10:09 PM
26	A very easy and efficient system. Great!	4/11/2018 12:13 PM
27	Great guys!	4/11/2018 8:43 AM
28	Excellent communication.	4/11/2018 8:02 AM
29	I arrange deliveries for my boss and Ash Logistics are by far and away the BEST company to work with on arranging deliveries	4/10/2018 8:45 AM
30	Was really please with the delivery man arriving on time as promised	4/8/2018 8:43 AM
31	Many thanks	4/8/2018 8:40 AM
32	They were very considerate and flexible with trying to arrange a time that worked with our schedule as well as theirs	4/7/2018 4:07 PM
33	Great communication keeping me informed of delivery details	4/6/2018 7:35 AM
34	responded to emails	4/5/2018 7:57 AM
35	Great guys - super smooth delivery	4/4/2018 4:00 PM

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

Answered: 313 Skipped: 0



ANSWER CHOICES	RESPONSES
Excellent - were professional to a level that far exceeded my expectations	53.99% 169
Very Good - were professional to a level I expect	43.45% 136
Average - were no better / worse than other delivery companies	2.56% 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
<b>TOTAL</b>	<b>313</b>

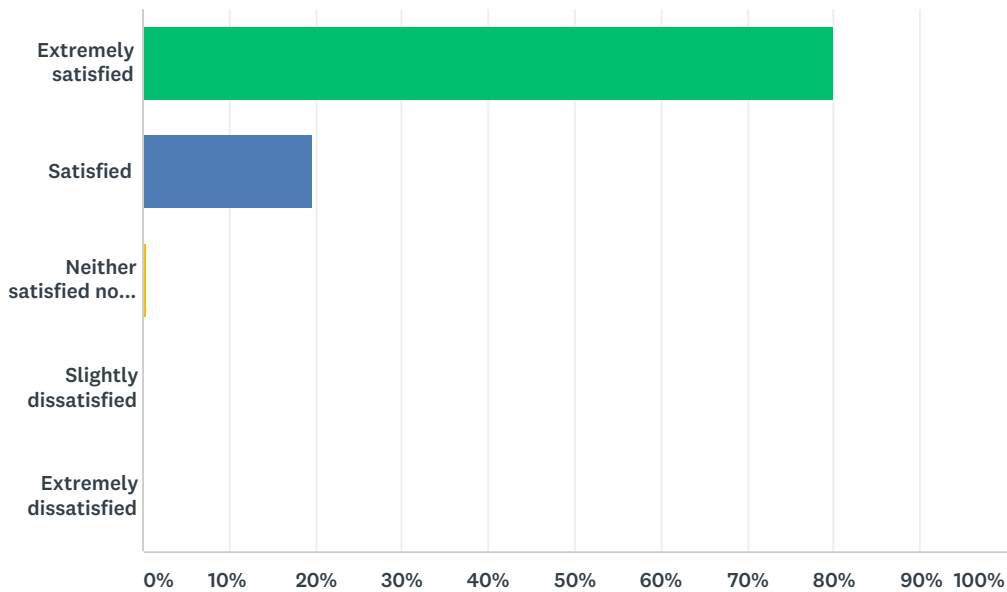
#	COMMENTS IF ANY	DATE
1	Great team. Everything as promised. Took great care of my new mirror and my house despite the atrocious weather. Thank you.	4/29/2018 6:36 AM
2	Friendly efficient delivery guys.	4/28/2018 6:13 PM
3	Very friendly and polite drivers.	4/28/2018 6:08 PM
4	Phone call with a time of delivery on the day and the delivery boys unpacked all the packaging and put the furniture in place	4/28/2018 10:28 AM
5	the guys were wonderful friendly and helpful	4/27/2018 10:22 AM
6	My wife received it, so I don't know.	4/27/2018 9:21 AM
7	Friendly drivers and right on time	4/27/2018 9:05 AM
8	the guys arrived just as i was about to leave for the school run, they very calmly, quickly & politely unpacked, put the furnishings in the rooms & took all packaging away. Fantastic job!	4/26/2018 12:38 PM
9	Great to have a phone call an hour before delivery and delivery arriving an hour after that. Marvellous to have a reliable professional service from 2 helpful chaps	4/24/2018 10:22 AM
10	Very polite and most efficient delivery men	4/23/2018 5:49 PM
11	Really helpful and friendly	4/23/2018 3:58 PM
12	Polite and punctual	4/23/2018 1:29 PM

## Ash Logistics Customer Satisfaction - April 2018

13	Polite, courteous and professional within their interactions. Left the impression that Ash Logistics take particular care when recruiting drivers.	4/20/2018 9:14 AM
14	This is the third delivery I have had from Ash Logistics and each time I have found the crew to be friendly and polite and to do what they can to ensure a satisfactory delivery. I would go so far as to say they are the most professional and accommodating crew I have encountered. I would be confident that any deliveries from them would be excellent	4/19/2018 7:20 PM
15	Amenable and polite- a pleasure to have in my home	4/18/2018 11:37 PM
16	very helpful and fiendly	4/18/2018 7:29 PM
17	Grateful that they rang ahead and carried my delivery outside	4/18/2018 3:35 PM
18	See above - they kept us up to date with times etc.	4/15/2018 4:41 AM
19	Again excellent	4/12/2018 8:09 AM
20	Very polite and professional. Really impressed!	4/11/2018 12:13 PM
21	Very polite and helpful! Took all shoes off, thank you.	4/11/2018 8:17 AM
22	Completing on behalf of recipient and assuming very good as I haven't heard of any complaints	4/10/2018 8:45 AM
23	One of the team was very friendly and professional	4/8/2018 7:47 PM
24	Polite, helpful. Called before they arrived & even kept their voices down as my husband was still asleep!	4/8/2018 9:39 AM
25	My sister took delivery and said they were very nice people	4/7/2018 2:43 PM
26	The 2 guys were the most cheery, smiley and happy to help you could hope for. Well done. Credit to themselves and the company.	4/6/2018 9:55 AM
27	Very polite and friendly staff, perfectly on time	4/5/2018 7:25 AM
28	Great very polite and efficiently	4/4/2018 4:00 PM
29	Plastic shoe slip ons were really appreciated on a cream carpet!	4/4/2018 12:40 PM
30	Incredibly polite, helpful including removing shoes and taking goods to room upstairs.	4/4/2018 11:34 AM

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

Answered: 310 Skipped: 3



ANSWER CHOICES	RESPONSES
Extremely satisfied	80.00% 248
Satisfied	19.68% 61
Neither satisfied nor dissatisfied	0.32% 1
Slightly dissatisfied	0.00% 0
Extremely dissatisfied	0.00% 0
<b>TOTAL</b>	<b>310</b>

#	COMMENTS IF ANY	DATE
1	Much better than I've been used to!	4/28/2018 6:13 PM
2	Overall excellent service	4/28/2018 10:28 AM
3	Your drivers were really nice friendly helpful guys	4/27/2018 12:16 PM
4	Would have been extremely satisfied but unfortunately the gate was left open and I have a dog. Not a big deal but always good to shut the gate, particularly if it is closed when the garden is entered, as the gate at my property was. Anyway, overall the service was very good. Thank you.	4/24/2018 4:19 PM
5	Highly recommend	4/24/2018 10:22 AM
6	Were later than the time slot given by 45 mins but did ring to let me know	4/23/2018 8:48 PM
7	On the surface there didn't appear to be much flexibility with the dates on offer and it took a few emails to sort a date out but I was impressed that emails were replied to incredibly quickly and that ultimately I got the delivery date I wanted.	4/23/2018 2:54 PM
8	I didn't receive the delivery so I asked my father who said The deliverers were exemplary - they rang beforehand as arranged, gave me a 15 min. delivery window and arrived within that, unloaded it and wheeled it into the garage for me, and were very friendly and cooperative. So, full marks to them."	4/20/2018 12:18 PM
9	Text/email communications to arrange delivery were excellent, especially the call to say the deliver team were 30 mins away.	4/20/2018 11:10 AM
10	I just cannot think of anything to complain about!	4/20/2018 9:33 AM

## Ash Logistics Customer Satisfaction - April 2018

11	I very very rarely leave feedback, but so impressed that I wanted to pass on praise and compliments. In particular to the two delivery staff who attended postcode OX17 3FN on 19th April. The older of the two males had a man excellent manner in his communication.	4/20/2018 9:14 AM
12	This seems to be a company that puts customer satisfaction at the forefront of their operations As the owner of a business I rate this very highly and it is so difficult to find in today's climate. So We'll Done Ash Logistics. Give your staff a bonus	4/19/2018 7:20 PM
13	A very friendly, professional delivery man.	4/19/2018 6:59 PM
14	They communicated really well before & up to, delivered earlier than anticipated (which worked for me on this occasion) & were nice & polite on arrival - it was as you'd hope for it to be, easy. Not sure if anything to do with delivery, but for a mirror, it was expensive!	4/19/2018 1:31 PM
15	Couldn't fault them.	4/15/2018 4:41 AM
16	Very good service!	4/14/2018 9:24 PM
17	Excellent service, quick and they were very gracious even though it was challenging. I would def use them again.	4/14/2018 7:07 PM
18	Wonderful	4/12/2018 8:09 AM
19	We've had deliveries from John Lewis, Heals, West Elm and Ash logistics have been the best. The crew were friendly and genuinely careful not to scuff any walls. They called when they said they would and arrived on time. I was really impressed.	4/12/2018 7:37 AM
20	There was no drama, no fuss, just excellent service.	4/11/2018 12:13 PM
21	Your driver was great. He called me twice and waited until I got home	4/11/2018 9:07 AM
22	Very pleasant and accommodating - diary for recipient is fairly full and Ash Logistics have been great on a few occasions now in working to find good times & days for delivery and on occasion re-arranging when needed. Excellent service :)	4/10/2018 8:45 AM
23	Kept in touch and delivered when they said. Delivery man very polite.	4/8/2018 4:21 PM
24	delivery on time. very quick removal of packaging and check item was not faulty.	4/8/2018 7:57 AM
25	Brilliant advice and communication	4/7/2018 2:43 PM
26	very very good service overall compared to other companies	4/7/2018 9:53 AM
27	Really nice guys and chatty with the kids. Very polite too.	4/6/2018 7:03 AM
28	As my item was delivered to my grandmas house who is elderly they were very understanding and delivered it to the room in my grandmas house.	4/5/2018 9:15 AM
29	One of the guys was really helpful as the wrong piece was delivered. He went above and beyond.	4/4/2018 11:47 AM
30	The only negative was I would expect a company like brissi to offer furniture assembly like Oka do	4/4/2018 11:35 AM