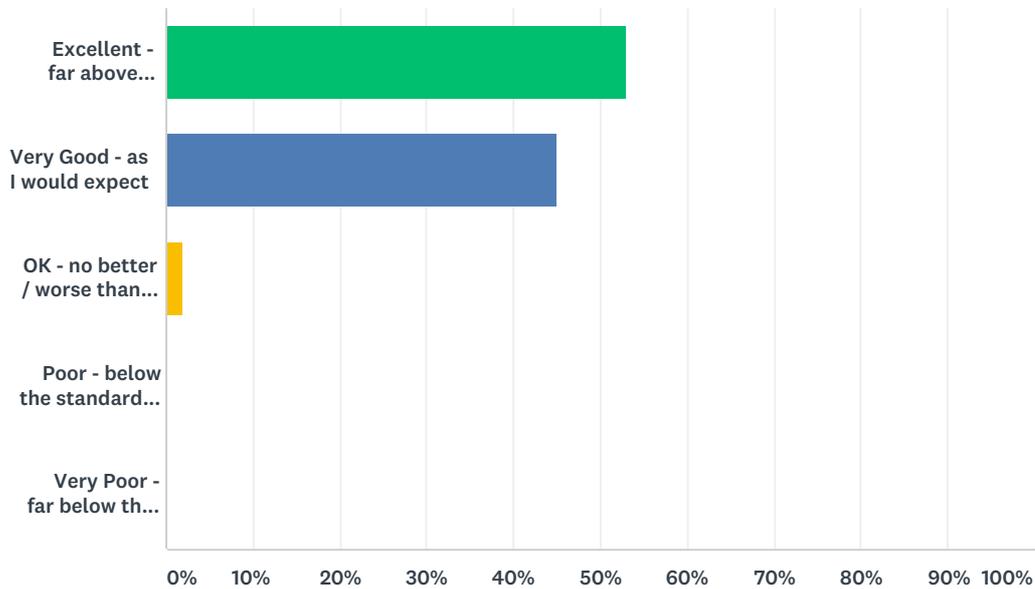


Q1 How would you rate the quality of service from Ash Logistics office staff in arranging your delivery / collection?

Answered: 355 Skipped: 1



ANSWER CHOICES	RESPONSES
Excellent - far above expectations	52.96% 188
Very Good - as I would expect	45.07% 160
OK - no better / worse than other delivery companies	1.97% 7
Poor - below the standard expected	0.00% 0
Very Poor - far below the standard expected	0.00% 0
TOTAL	355

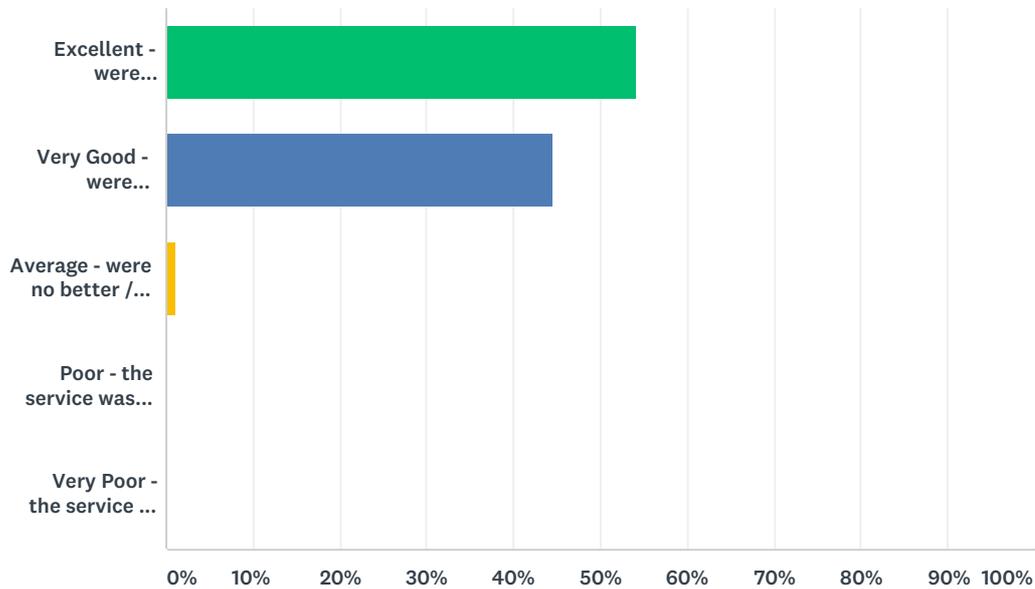
#	COMMENTS IF ANY	DATE
1	Always come within time slot and ring ahead. Polite and efficient couriers	5/31/2018 11:20 AM
2	left table in safe place and covered with plastic	5/31/2018 10:58 AM
3	I did send an email saying how pleasant and helpful the office staff were but I am quite happy to fill in this customer satisfaction email	5/28/2018 6:15 PM
4	Very efficient	5/27/2018 4:00 PM
5	So polite and helpful	5/26/2018 8:32 PM
6	Great that you deliver over the weekend.	5/26/2018 4:51 PM
7	My only complaint is the amount of time I need to wait for a delivery - its 7-14 days from ordering but that may not be Ash Logistics fault	5/24/2018 10:09 PM
8	Amazing to be contacted via a friendly email asking, not telling, me if the delivery date/time was convenient.	5/24/2018 9:04 PM
9	The delivery guy called me which I really appreciated	5/24/2018 1:59 PM
10	Lovely, polite lady...	5/24/2018 9:56 AM
11	Very good	5/23/2018 9:16 PM
12	Collected early and delivered early, fantastic.	5/23/2018 7:58 PM

Ash Logistics Customer Satisfaction - May 2018

13	Excellent communication- both before and on the day. No issues with meeting my request to leave in a safe place. Some delivery companies make it very difficult if you can't be home to take the delivery.	5/23/2018 6:37 PM
14	Client reported great guys!	5/23/2018 6:12 PM
15	Courteous helpful service	5/22/2018 8:24 AM
16	Very helpful team	5/18/2018 11:02 AM
17	Best company in its field	5/18/2018 8:32 AM
18	Acknowledged change of contact details emails straight away giving me confidence in service. Thank you!	5/18/2018 7:25 AM
19	Kept in regular contact and very helpful	5/17/2018 7:41 AM
20	Great service and so friendly - thank you	5/16/2018 7:35 PM
21	Excellent communication	5/16/2018 6:03 AM
22	Very good service and offered alternative slots	5/15/2018 9:52 PM
23	The item was delivered to N. Wales not London , this probably was the mistake of the shop. after that I found the delivery people very easy to deal with , once the mistake had been pointed out. the item was sent to the person paying for it and not to the person who was receiving it as a present	5/15/2018 7:57 AM
24	I was hoping for an early delivery, Ash delivered to me the day after receipt by them. Excellent.	5/15/2018 7:56 AM
25	Great communication	5/12/2018 7:24 PM
26	Email responses were prompt and delivery booking was dealt efficiently	5/12/2018 7:08 PM
27	Very personal service	5/12/2018 1:11 PM
28	2 very pleasant guys delivered my table, took away the packaging for recycling and put the table in position. Perfect service.	5/12/2018 11:52 AM
29	Everything went to plan and the delivery team called an hour or so before as promised.	5/12/2018 10:17 AM
30	The delivery guy was excellent and rang twice to advise on progress.	5/12/2018 8:48 AM
31	Good communication and very accommodating regarding delivery time	5/12/2018 8:43 AM
32	Had to call to slightly re-jig delivery time and they were so helpful and understanding	5/12/2018 8:39 AM
33	We	5/11/2018 10:18 PM
34	Received well timed emails. I couldn't be home for first delivery so was rearranged for a week or so later. Not a problem for me as object wasn't urgent but might annoy customers who are used to 'amazon' time slots every day type companies	5/10/2018 10:42 PM
35	Arrived at the beginning of the time slot and the gouys couldn't have been more helpful	5/10/2018 2:11 PM
36	Good communication and service	5/10/2018 2:02 PM
37	Unusually I did not get confirmation email after I confirmed time online. Soon put right by office	5/8/2018 10:15 AM
38	Absolutely brilliant service, thank you	5/6/2018 10:23 AM
39	Great communication, delivery on time with 30 minute warning, civilised delivery staff!	5/6/2018 8:27 AM
40	Some delay between reported collection from Frosts, and delivery.	5/6/2018 8:09 AM
41	Very helpfull.	5/5/2018 8:49 AM
42	I am actually taking the time to comment on the, as several months ago your performance was "not great"!. Yes, huge improvement!	5/5/2018 1:38 AM
43	Very quick and communicated over the weekend which was really helpful.	5/3/2018 9:13 PM
44	Very helpful on the phone	5/2/2018 9:17 PM

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

Answered: 354 Skipped: 2



ANSWER CHOICES	RESPONSES
Excellent - were professional to a level that far exceeded my expectations	54.24% 192
Very Good - were professional to a level I expect	44.63% 158
Average - were no better / worse than other delivery companies	1.13% 4
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	354

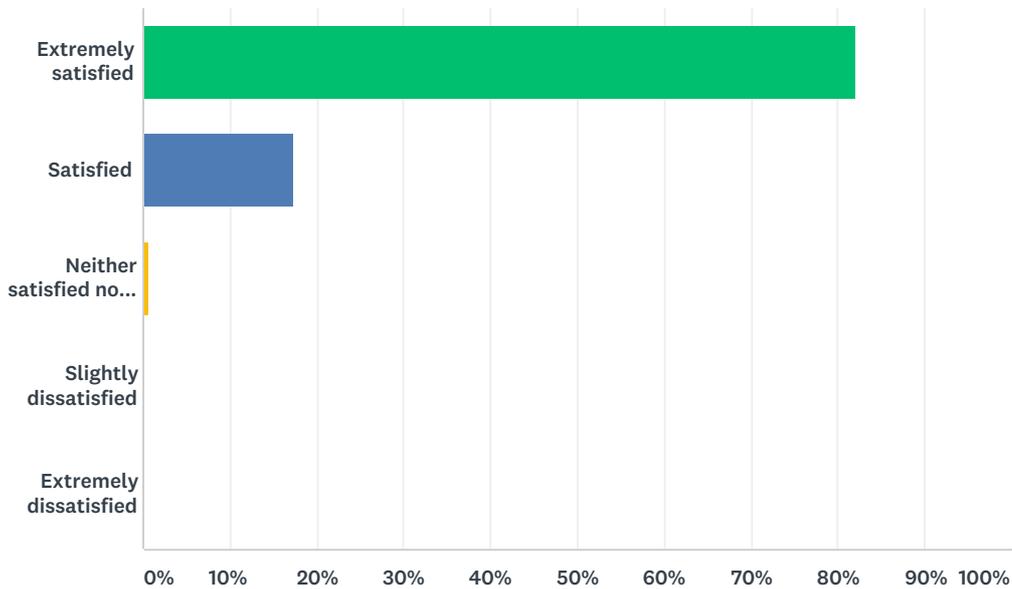
#	COMMENTS IF ANY	DATE
1	The delivery man was very polite (says mother). However, delivery was outside the time slot otherwise it would have been top marks.	5/31/2018 8:08 AM
2	As I said in my previous email - helpful and nice young men	5/28/2018 6:15 PM
3	Polite and v helpful men	5/27/2018 4:00 PM
4	They were very polite, helpful and pleasant.	5/27/2018 9:05 AM
5	very professional, received a phone call 20 minutes before they arrived. men were very helpful	5/27/2018 7:12 AM
6	Carried the mirror upstairs for me. Very polite.	5/26/2018 8:01 PM
7	The team unpacked the table, carried it upstairs and put it in my living room and took the packaging away - they couldn't have been better!	5/26/2018 4:51 PM
8	Staff pointed out problems with the furniture and made suggestion as to what I should do	5/24/2018 9:21 AM
9	they called me when 20 minutes away, took detailed instructions on how to find the property and where extremely polite. They took the item to the designated room and were overall excellent.	5/23/2018 9:55 PM
10	Great - delivered in one piece (Large Mirror) and checked with the guys. Great service.	5/23/2018 7:58 PM
11	As above	5/23/2018 6:37 PM

Ash Logistics Customer Satisfaction - May 2018

12	Our delivery men were polite and very tidy, taking shoes off without being asked and removing all rubbish/package when finished. Very friendly service far above what you would usually receive from a delivery company.	5/18/2018 7:13 AM
13	Very happy friendly	5/18/2018 6:35 AM
14	Great guys -opened box for me whilst I checked item -reboxed -carried in -totally professional but very personable	5/16/2018 6:03 AM
15	Asked if I'd like to inspect the item, carefully unpacked & took away all packaging. Friendly & helpful.	5/15/2018 9:57 PM
16	Very friendly and professional.	5/15/2018 9:52 PM
17	They were very polite, they did not have details that I had paid for home assembly and didn't have any experience of home assembly for the items I had ordered so I ended up assembling myself, which was fine but I had to go back to G&G for a refund.	5/14/2018 5:59 PM
18	Good communication with drivers who struggled to find my house but were very pleasant and we laughed about it and got delivery in the end!	5/14/2018 11:57 AM
19	Delivery crew were polite and respected our property by taking shoes off which I didn't expect. They also arrived on time.	5/12/2018 7:08 PM
20	Arrived an hour late but telephones to warn us that they were held up	5/12/2018 4:55 PM
21	Very helpful and carried the furniture up some outside steps for us.	5/12/2018 10:17 AM
22	The delivery guy offered us the chance to check the products for damage and waited for us to do this and took the packaging away - so helpful!	5/12/2018 8:48 AM
23	The delivery man was absolutely lovely and so helpful. It was no problem when we needed to change the address as we hadn't got our keys yet. Very polite, smiley and a pleasure to deal with.	5/12/2018 8:45 AM
24	Phoned when they were on route with estimated arrival time, carried the items in, none of this ridiculous "jobsworth" attitude. Great service.	5/12/2018 8:39 AM
25	Excellent service, checked the goods and carried the heavy piece into the room I wanted it and took away the packaging which was very much appreciated. Most delivery companies say they don't have room in the van.	5/11/2018 10:18 PM
26	Was called first thing to say they were held up in traffic which would affect whole days delivery schedule. They kept me informed and arrived about an hour later than planned.	5/10/2018 10:42 PM
27	Outdoor storage box unweildy at best and evrything done with a smile	5/10/2018 2:11 PM
28	timely and efficient	5/10/2018 2:02 PM
29	lovely people	5/6/2018 11:06 AM
30	Very polite and helpful.	5/6/2018 8:09 AM
31	Could not "better" it	5/5/2018 1:38 AM
32	Took item upstairs and unpacked, very friendly and helpful	5/4/2018 9:00 PM
33	I was out and they called me prior to and after delivery.	5/4/2018 8:20 PM
34	Very polite and on time with a pre call informing of their arrival.	5/3/2018 8:03 AM
35	Helpful and friendly	5/2/2018 9:46 PM
36	Very helpful and courteous	5/2/2018 9:17 PM

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

Answered: 355 Skipped: 1



ANSWER CHOICES	RESPONSES
Extremely satisfied	81.97% 291
Satisfied	17.46% 62
Neither satisfied nor dissatisfied	0.56% 2
Slightly dissatisfied	0.00% 0
Extremely dissatisfied	0.00% 0
TOTAL	355

#	COMMENTS IF ANY	DATE
1	Easy to order, nice product, no problems.	5/31/2018 2:41 PM
2	Greet Communication	5/31/2018 10:58 AM
3	Good communication, on time. Helpful & friendly guys	5/31/2018 8:17 AM
4	An excellent Company to deal with	5/28/2018 6:15 PM
5	very good....I have many deliveries brought to my home. I would say this has been a very professional and well timed service.	5/27/2018 7:12 AM
6	Very polite and helpful. Good communications.	5/26/2018 5:10 PM
7	Great job - thanks!	5/26/2018 4:51 PM
8	Fast, Clean, Considerate, Reliable, very pleasant staff, quick, and excellent team to represent Brissi. Delivery Companies make all the difference and most are terrible. These guys were great.	5/25/2018 10:37 AM
9	very pleasant boys	5/24/2018 11:06 PM
10	Why can't all logistics firms be like you?! I also contacted Brissi direct to rave about Ash!	5/24/2018 9:04 PM
11	Drivers were helpful polite and friendly	5/24/2018 8:54 PM
12	Very flexible service, timely and professional. I'm very grateful that you have allowed me to update my address given the fact that we are in the process of moving. Thank you	5/24/2018 12:31 PM
13	More frequent deliveries to my area would improve	5/23/2018 8:15 PM

Ash Logistics Customer Satisfaction - May 2018

14	Would be very happy to use again.	5/23/2018 7:58 PM
15	Very reliable service, and its so helpful to have all the packaging taken away. Good and reliable, I trust them to do an excellent job.	5/17/2018 3:01 PM
16	Work well with Cox and Cox to provide an excellent smooth and professional service .Well done	5/17/2018 6:07 AM
17	Thank you -perfect -very happy	5/16/2018 6:03 AM
18	Great delivery.	5/13/2018 7:57 AM
19	Very pleased with service received all round. Thank you.	5/12/2018 7:08 PM
20	Polite. Friendly. Efficient. A pleasure to deal with.	5/12/2018 9:28 AM
21	Good job. Excellent experience .thank you	5/12/2018 8:48 AM
22	Would recommend to everyone.	5/12/2018 8:45 AM
23	Would recommend really pleased	5/10/2018 2:11 PM
24	Quite expensive delivery and assembly costs	5/10/2018 2:02 PM
25	very professional and friendly	5/9/2018 8:09 AM
26	Great chaps. Timely & organised	5/8/2018 9:23 PM
27	This company is by far the best in terms of communication, punctuality and service standards - keep up the good work!	5/8/2018 10:15 AM
28	They were polite, informative and extremely helpful and tidy.	5/7/2018 9:05 PM
29	Always polite and extremely helpful	5/6/2018 10:23 AM
30	Second experience and again, really outstanding in terms of the email correpsndience, responsiveness and the attitude and helpfulness of the people delivering. Really delighted	5/6/2018 9:21 AM
31	adjusted delivery date as requested thankyou	5/6/2018 12:08 AM
32	Although cox and cox didn't say how long it would take, their issue not yours	5/5/2018 9:18 AM
33	polite and helpful when I needed to phone even if they were unable to give me my desired outcome!	5/5/2018 8:50 AM
34	Everything was great the chaos that delivered were a couple of local lovely guys - so refreshing ! Really great end to end service !	5/5/2018 8:44 AM
35	Wish Cox and Cox had incorporated you into their logistics AGES ago!	5/5/2018 1:38 AM
36	Really impressed, very polite driver. It did feel a bit of a phaff having to confirm stuff back via email - would have been useful to have just clicked a yes box to accept the delivery and add comments or a no box but that's a small point. Thank you for v good service	5/4/2018 9:21 PM
37	Seriously the most professional and organised delivery company I've ever come in to contact with!	5/4/2018 8:18 PM
38	It made me mind the high delivery charge less! Can't fault the experience.	5/3/2018 9:13 PM
39	They are very polite and have excellent level of communication	5/3/2018 6:10 AM
40	Were very friendly and helpful despite quite a complex build	5/2/2018 9:10 PM