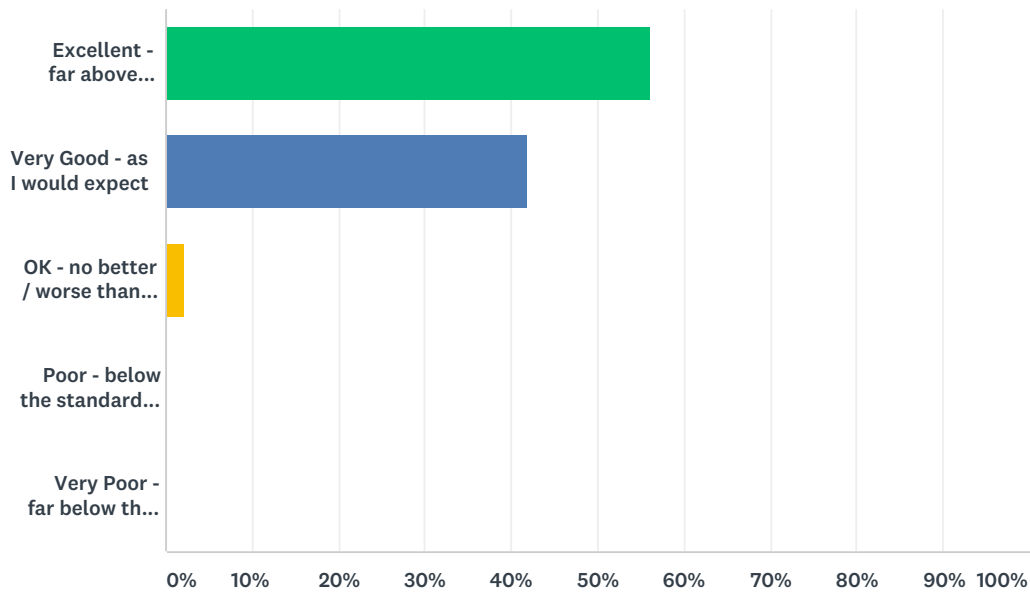


## Q1 How would you rate the quality of service from Ash Logistics office staff in arranging your delivery / collection?

Answered: 191 Skipped: 0



ANSWER CHOICES	RESPONSES
Excellent - far above expectations	56.02% 107
Very Good - as I would expect	41.88% 80
OK - no better / worse than other delivery companies	2.09% 4
Poor - below the standard expected	0.00% 0
Very Poor - far below the standard expected	0.00% 0
<b>TOTAL</b>	<b>191</b>

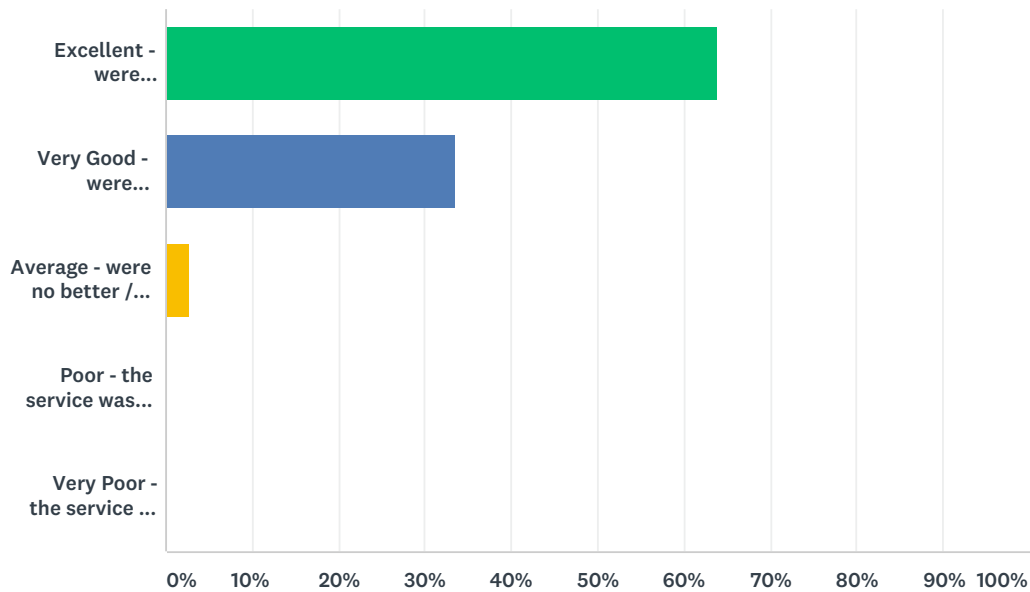
#	COMMENTS IF ANY	DATE
1	Called me 1 hour before & I asked them to call again on arrival as I had workmen in the rear garden who could come and meet them. Your delivery guys were really helpful. Thank you	7/1/2018 2:36 PM
2	Very clear communication and polite staff	6/30/2018 7:45 PM
3	Really great team, accommodating, punctual and took packaging away. I wish all logistics companies were like this.	6/30/2018 6:01 PM
4	Very polite delivery man	6/30/2018 4:30 PM
5	Speedy and efficient, especially as I had exams running and delivery had to be very quiet!	6/30/2018 1:14 PM
6	Very prompt efficient service	6/30/2018 12:03 AM
7	V efficient and helpful	6/29/2018 6:08 PM
8	Excellent all round, can't fault the service in any way	6/29/2018 12:57 PM
9	Times and dates limited but they were very acomadating and called in the morning of delivery to let us know the time they would arrive	6/29/2018 12:37 PM
10	Very detailed information on delivery date and time. Constant updates. Timing was spot-on.	6/29/2018 11:53 AM
11	Really friendly drivers, called before delivery and arrived at allotted time, carried furniture to room and removed shoes.	6/29/2018 10:41 AM
12	Delivery guys polite and helpful	6/29/2018 10:35 AM
13	Checked convenience and kept us informed	6/29/2018 10:29 AM

## Ash Logistics Customer Satisfaction - June 2018

14	kept me informed from the time the item left the depot.	6/14/2018 7:22 PM
15	Helped unpack the products and took empty packaging away	6/14/2018 12:49 PM
16	Friendly, helpful and able to provide information	6/12/2018 11:30 AM
17	very polite	6/12/2018 8:47 AM
18	very efficient and excellent communication	6/12/2018 8:32 AM
19	Updated regularly	6/10/2018 8:51 PM
20	Liked that I got a call before hand	6/10/2018 12:21 PM
21	They waited even though I was 20mins later to my house than expected	6/10/2018 10:22 AM
22	great service! very impressed. Both men were helpful and considerate	6/9/2018 4:15 PM
23	Very communicative.	6/9/2018 4:08 PM
24	lots of info about delivery time, a really narrow window and they delivered in that window.	6/8/2018 9:44 AM
25	Told me when to expect you. Called again when 20 minutes away.	6/8/2018 7:12 AM
26	Best deliver company that I've ever used.	6/7/2018 7:16 AM
27	Always struck by how efficient your systems are	6/6/2018 6:15 PM
28	NICE POLITE CHAPS	6/5/2018 12:01 PM
29	Every person I spoke to was helpful and professional. When there was an issue (not their fault) they resolved it quickly and called when they said they would.	6/4/2018 9:59 PM
30	Alan was very helpful in arranging the date we needed	6/4/2018 9:25 PM
31	very polite and efficient	6/4/2018 8:42 PM
32	Good	6/4/2018 9:29 AM
33	Very understanding	6/4/2018 9:06 AM
34	Very friendly and helpful	6/4/2018 8:58 AM
35	They offered a time which wasn't possible - but helped out to find one that was	6/3/2018 10:57 AM

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

Answered: 191 Skipped: 0



ANSWER CHOICES	RESPONSES
Excellent - were professional to a level that far exceeded my expectations	63.87% 122
Very Good - were professional to a level I expect	33.51% 64
Average - were no better / worse than other delivery companies	2.62% 5
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>191</b>

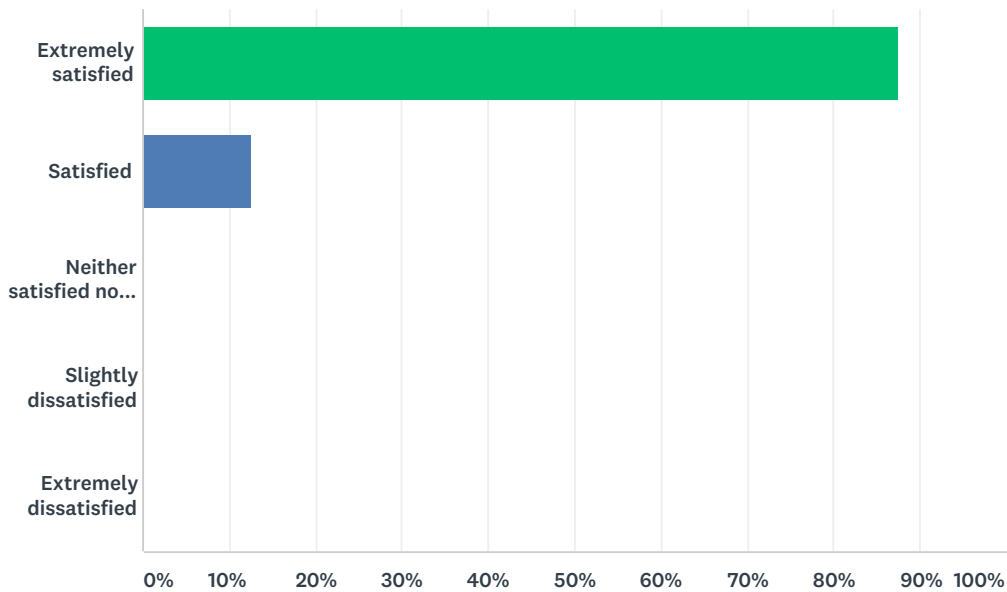
#	COMMENTS IF ANY	DATE
1	Difficult access for the delivery but both men stuck with it and placed the furniture where we wanted it excellent	6/30/2018 6:27 PM
2	Courteous and friendly, as well as efficient.	6/30/2018 1:14 PM
3	On time, polite and v helpful	6/29/2018 6:08 PM
4	Brilliant: friendly, professional, efficient	6/29/2018 12:57 PM
5	Exceeded maybe not far exceeded!	6/29/2018 12:11 PM
6	Friendly, respectful and very organised, the two man team carried out their duties faultlessly.	6/29/2018 11:53 AM
7	Asked if I wanted the item putting anywhere in particular	6/29/2018 10:47 AM
8	Both delivery men were friendly and cheery and advised to open packaged goods on the drive so I could inspect them.	6/29/2018 10:41 AM
9	They removed the packaging and took it away. Delivered into the room where the furniture was to be located.	6/29/2018 10:35 AM
10	Carried furniture a long way with a smile and waited whilst we checked it, then took away packaging	6/29/2018 10:29 AM
11	rang on route to alert me to their imminent arrival. helped to bring the item in for me and took away the packaging	6/14/2018 7:22 PM
12	Very helpful crew, took away my excess packaging	6/13/2018 10:04 PM

## Ash Logistics Customer Satisfaction - June 2018

13	Very friendly smiley guys	6/13/2018 9:28 PM
14	Friendly and professional.	6/12/2018 11:30 AM
15	Excellent delivery crew; they contacted me to tell me when they would arrive; they arrived ahead of schedule and were exceptionally polite, courteous and helpful. A pleasure!	6/12/2018 8:32 AM
16	Really nice guys	6/10/2018 8:51 PM
17	Very friendly and helpful.	6/8/2018 9:44 AM
18	Very polite delivery crew	6/8/2018 8:44 AM
19	Lads were first class.	6/7/2018 7:16 AM
20	Friendly & professional. Rang when they said they would, delivered when they said they would	6/6/2018 6:15 PM
21	Courteous and polite, called before arriving to ensure I was at the property.	6/6/2018 12:27 PM
22	They were really accommodating and flexible.	6/4/2018 9:59 PM
23	Very willing to help, cheerful and patient	6/4/2018 8:56 PM
24	Excellent, guys rang to tell me they were on their way, unpacked the table and took away all the packaging. Super friendly and very polite.	6/4/2018 9:29 AM
25	Amazing they carried mirror up to top floor and were generally very pleasant and helpful	6/4/2018 8:58 AM
26	Very polite, very curtiois - nothing too much..	6/3/2018 10:57 AM

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

Answered: 191 Skipped: 0



ANSWER CHOICES	RESPONSES
Extremely satisfied	87.43% 167
Satisfied	12.57% 24
Neither satisfied nor dissatisfied	0.00% 0
Slightly dissatisfied	0.00% 0
Extremely dissatisfied	0.00% 0
<b>TOTAL</b>	<b>191</b>

#	COMMENTS IF ANY	DATE
1	Thank you for your professionalism.	6/30/2018 1:14 PM
2	a very good and efficient service	6/29/2018 6:08 PM
3	Would definitely recommend - exceptional	6/29/2018 12:57 PM
4	Could not have performed any better. Congratulations- an extremely organised and well-run company.	6/29/2018 11:53 AM
5	Good communication and professional service	6/29/2018 10:47 AM
6	Anything I asked of them was no trouble at all, I wish all deliveries were as smooth!	6/29/2018 10:41 AM
7	Good job. Would use them again	6/29/2018 10:35 AM
8	Pleasure to deal with	6/29/2018 10:29 AM
9	The delivery team were polite, helpful. brilliant	6/14/2018 7:22 PM
10	Efficient and accurate notification process. Really professional and friendly driver	6/14/2018 9:25 AM
11	The product wasn't quite as I expected.	6/13/2018 8:27 AM
12	Excellent service, 100% satisfaction. Well done.	6/12/2018 11:30 AM
13	very polite and efficient	6/11/2018 11:27 AM
14	Reliable	6/10/2018 8:51 PM

## Ash Logistics Customer Satisfaction - June 2018

15	I wish you would do all my deliveries !!	6/8/2018 9:44 AM
16	Fantastic service.	6/7/2018 7:16 AM
17	Wish more suppliers used your service	6/6/2018 6:15 PM
18	Best delivery company by far that I've come across	6/4/2018 9:59 PM
19	Thank you	6/4/2018 8:56 PM
20	Excellent service worked around me when I was in and delayed delivery	6/4/2018 9:06 AM
21	Would be very happy to deal with ash logistics in future...from email through to delivery day, a very positive experience - especially compared to previous delivery services from other companies! 10 out of 10!	6/4/2018 8:58 AM
22	Positive all around -	6/3/2018 10:57 AM