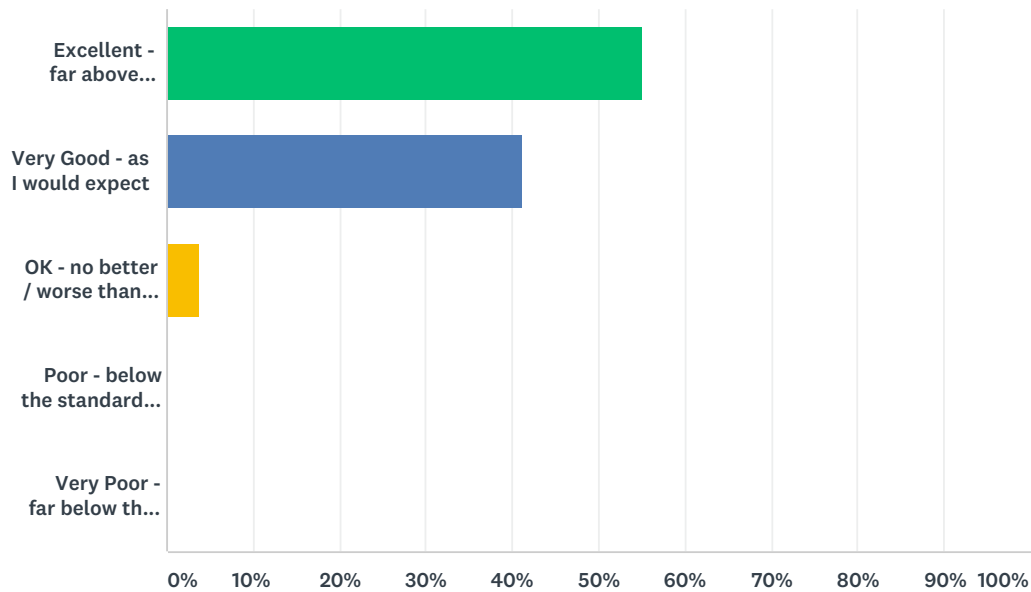


Q1 How would you rate the quality of service from Ash Logistics office staff in arranging your delivery / collection?

Answered: 109 Skipped: 1



ANSWER CHOICES	RESPONSES
Excellent - far above expectations	55.05% 60
Very Good - as I would expect	41.28% 45
OK - no better / worse than other delivery companies	3.67% 4
Poor - below the standard expected	0.00% 0
Very Poor - far below the standard expected	0.00% 0
TOTAL	109

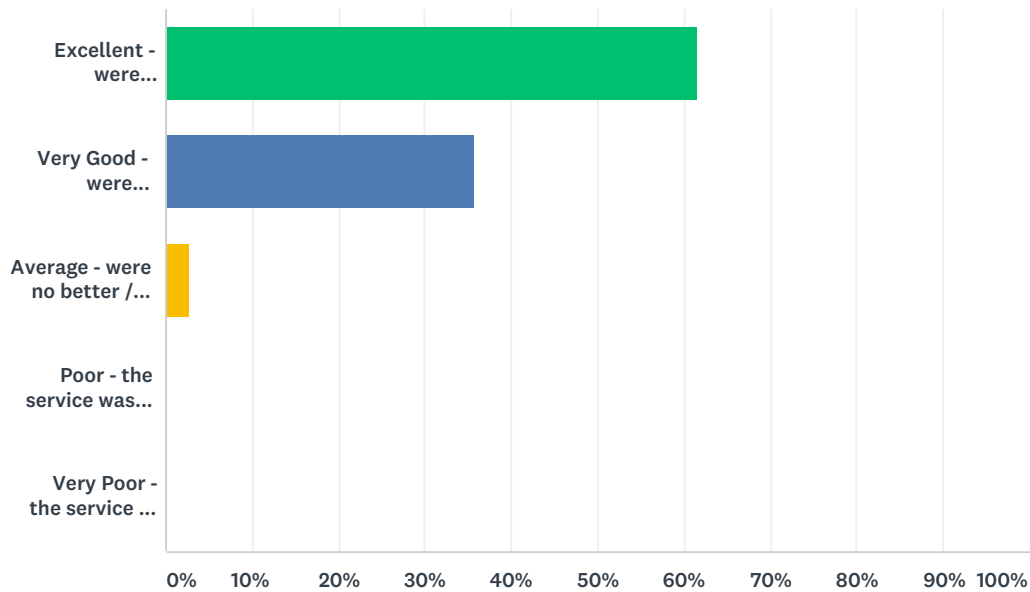
#	COMMENTS IF ANY	DATE
1	Very impressive office staff. Intelligent, courteous and efficient.	7/31/2018 11:50 PM
2	Email arranging of delivery time really helpful	7/31/2018 10:15 PM
3	The delivery man was very efficient and effective in completing the delivery	7/31/2018 6:57 PM
4	Very polite and really helpful	7/31/2018 6:34 PM
5	You managed to track us down , despite been given the wrong details- iniative	7/31/2018 10:45 AM
6	Very efficient, drivers took packaging away which was fantastic and greatly appreciated.	7/26/2018 12:40 PM
7	As I hadn't responded to the delivery email (it had gone into spam folder) they called me to arrange. Very good service.	7/26/2018 10:49 AM
8	I had to re arrange the delivery slot a few times.The company was very amenable and helpful.	7/24/2018 6:05 AM
9	Can't praise them enough. They were very helpful.	7/23/2018 3:59 PM
10	Very swift delivery- quicker than expected	7/21/2018 5:31 PM
11	communication by Ash by phone and email were very helpful	7/21/2018 1:36 PM
12	Although the drivers were late they couldn't do enough to help. Much more than other couriers would. I was most impressed with the service.	7/21/2018 12:00 PM
13	Excellent always come on time and very helpful in getting furniture into tight spaces	7/21/2018 6:15 AM

Ash Logistics Customer Satisfaction - July 2018

14	Although the emails were clear and informative, I found the tone of the emails rather strident and 'shouty' rather than friendly and welcoming.	7/21/2018 6:10 AM
15	But I did have to chase the delivery from frosts as had in the warehouse for a week	7/20/2018 10:33 PM
16	Emails very polite and friendly	7/20/2018 5:47 PM
17	Because I was away when the first delivery dates were offered. Your company were extremely accommodating in organising a delivery date that worked for me. Thank you	7/20/2018 5:07 PM
18	Amazing at communicating	7/20/2018 4:17 PM
19	Item being returned, badly damaged.	7/20/2018 4:07 PM

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

Answered: 109 Skipped: 1

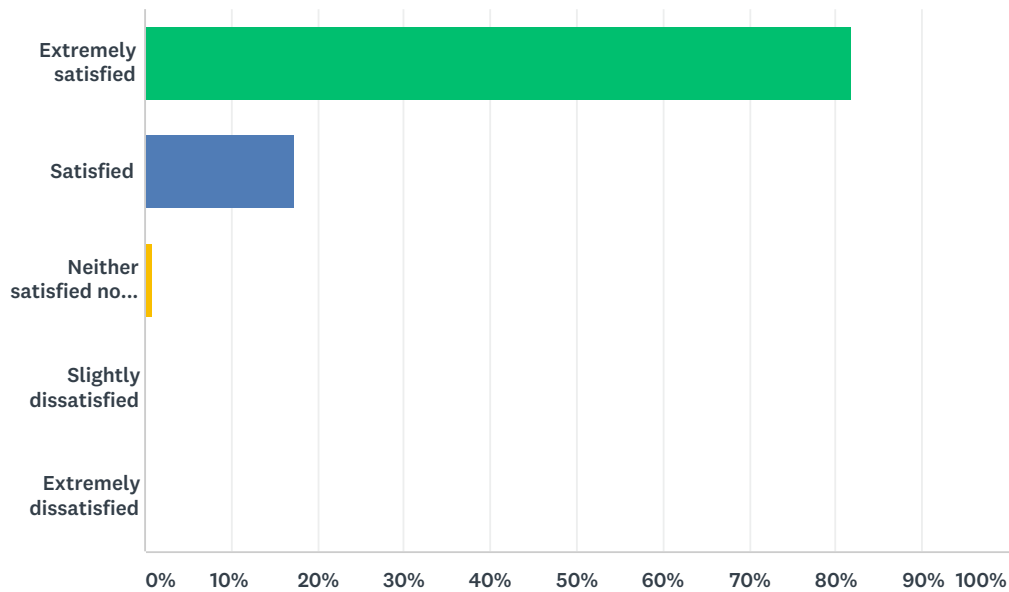


ANSWER CHOICES	RESPONSES
Excellent - were professional to a level that far exceeded my expectations	61.47% 67
Very Good - were professional to a level I expect	35.78% 39
Average - were no better / worse than other delivery companies	2.75% 3
Poor - the service was below that I which expect	0.00% 0
Very Poor - the service was far below that I which expect	0.00% 0
TOTAL	109

#	COMMENTS IF ANY	DATE
1	the guys were really helpful. Unpacked my shelves and took away all the packaging 5* service!	7/31/2018 4:53 PM
2	As above	7/31/2018 10:45 AM
3	The delivery men were fantastic. They contacted me with ETA, they were punctual, polite and very professional.	7/26/2018 7:14 PM
4	I was not in to receive items but had reasonable feedback from those who were	7/26/2018 11:53 AM
5	They unpacked it and took away the cardboard. Again, excellent service.	7/26/2018 10:49 AM
6	Helpfully offered to take away all the packaging	7/25/2018 6:34 PM
7	they were helpful and thoughtful, unpackng and removing debris	7/21/2018 1:36 PM
8	Went out of their way to get my furniture in through a small hall way and door but were amazing and managed even though the price was so heavy	7/21/2018 6:15 AM
9	The delivery team were excellent	7/20/2018 10:33 PM
10	Impressed by their uniform and careful way they handled my delivery	7/20/2018 5:47 PM
11	See above	7/20/2018 5:07 PM
12	I can't comment as I was not there!	7/20/2018 4:45 PM
13	very helpful	7/20/2018 4:26 PM
14	V polite and respectful	7/20/2018 4:17 PM

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

Answered: 110 Skipped: 0



ANSWER CHOICES	RESPONSES
Extremely satisfied	81.82% 90
Satisfied	17.27% 19
Neither satisfied nor dissatisfied	0.91% 1
Slightly dissatisfied	0.00% 0
Extremely dissatisfied	0.00% 0
TOTAL	110

#	COMMENTS IF ANY	DATE
1	Brilliant service! And 100% trustworthy. Outstanding company.	7/31/2018 11:50 PM
2	They were very well mannered, nice fellas who took it upstairs for me, unpacked the package and put it where I wanted it.	7/31/2018 5:29 PM
3	I was left with a dirty floor and really had to clean up...	7/31/2018 4:57 PM
4	Really good service excellent people who delivered	7/31/2018 4:39 PM
5	Great company that before this purchase from Cox&Cox I hadn't heard of (sadly), you kept me in the loop with everything that was happening with my parcel and were friendly/polite along with delivering well inside the expected time frame. Hope to see you again - many thanks!	7/27/2018 6:48 AM
6	Delivery crew were brilliant, called 15 minutes before arrival within the designated time slot. Thank you very much!	7/26/2018 12:49 PM
7	Very good service from start to finish.	7/26/2018 10:49 AM
8	Would be higher if I had not found you had our package for a week and not contacted us. Once you had spoken the service was excellent	7/20/2018 10:33 PM
9	Kept me informed all the way, very good!	7/20/2018 8:55 PM
10	Impressed with whole process	7/20/2018 5:47 PM
11	Caring crew	7/20/2018 4:25 PM
12	Can't fault	7/20/2018 4:17 PM

