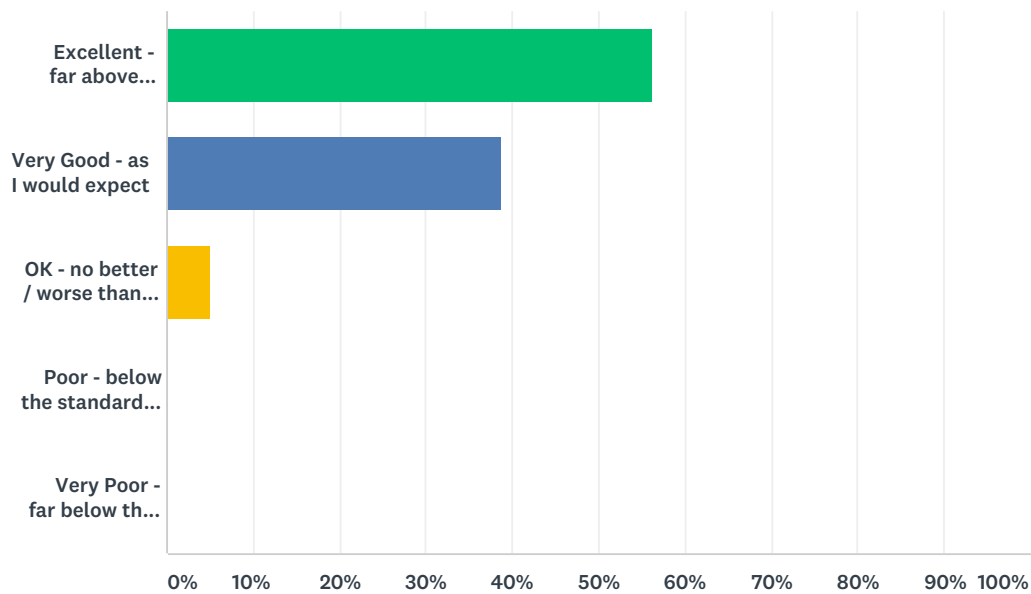


Q1 How would you rate the quality of service from Ash Logistics office staff in arranging your delivery / collection?

Answered: 80 Skipped: 0

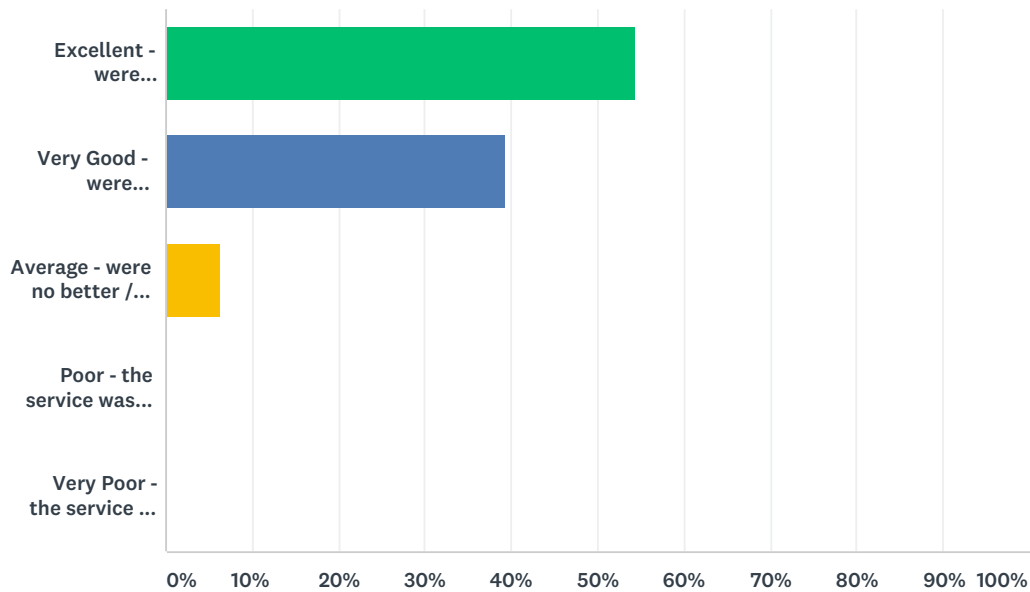


ANSWER CHOICES	RESPONSES
Excellent - far above expectations	56.25% 45
Very Good - as I would expect	38.75% 31
OK - no better / worse than other delivery companies	5.00% 4
Poor - below the standard expected	0.00% 0
Very Poor - far below the standard expected	0.00% 0
TOTAL	80

#	COMMENTS IF ANY	DATE
1	delivered promptly and efficiently	8/15/2018 11:51 AM
2	Pleasantly surprised to receive such a prompt reply to my email query	8/14/2018 7:18 PM
3	Perfect communication throughout the process.	8/10/2018 2:24 PM
4	I wish all delivery companies were as thorough as you.	8/10/2018 12:39 PM
5	Amazing delivery team	8/9/2018 10:15 PM
6	Very professional	8/9/2018 8:45 PM
7	Very helpful. Tried hard to contact me and accommodate a time that I was in	8/9/2018 6:11 PM
8	Very prompt. Delivery chap - his first week or day - he was very professionally pleasant and offered excellent service	8/9/2018 5:49 PM
9	Quick and easy - thanks.	8/9/2018 5:39 PM
10	Efficient service	8/9/2018 5:28 PM
11	Feed back on all delivery options excellent	8/8/2018 10:27 AM
12	Told me expected delivery date and time and gave me a call 10 mins away.	8/7/2018 9:01 PM
13	Worked well and delivery man was v nice n helpful	8/7/2018 1:49 PM

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

Answered: 79 Skipped: 1

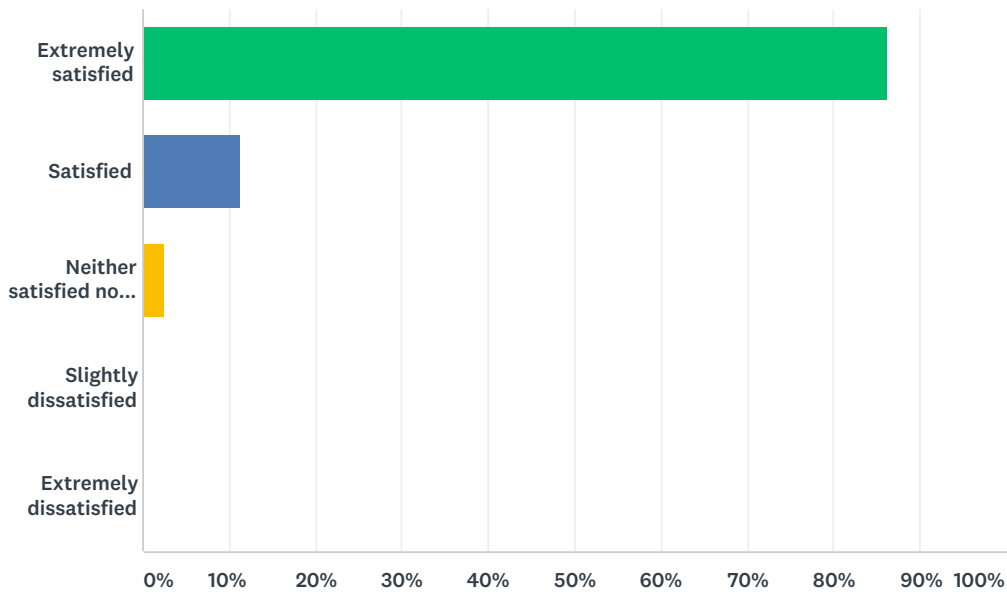


ANSWER CHOICES	RESPONSES	
Excellent - were professional to a level that far exceeded my expectations	54.43%	43
Very Good - were professional to a level I expect	39.24%	31
Average - were no better / worse than other delivery companies	6.33%	5
Poor - the service was below that I which expect	0.00%	0
Very Poor - the service was far below that I which expect	0.00%	0
TOTAL		79

#	COMMENTS IF ANY	DATE
1	Very cordial and extremely helpful delivery guy.	8/10/2018 2:24 PM
2	Friendly and unobtrusive	8/9/2018 8:45 PM
3	Very helpful and polite delivery men. Came back to sort out an issue. We were very impressed	8/9/2018 6:11 PM
4	As above	8/9/2018 5:49 PM
5	Amazing service - the delivery crew were splendid.	8/9/2018 5:39 PM
6	The staff were cheerful and helpful.	8/9/2018 5:28 PM
7	Friendly and efficient	8/9/2018 5:22 PM
8	Really nice guys. Helpful, friendly and professional	8/9/2018 5:16 PM
9	I wasn't present at the delivery moment, so can't comment	8/8/2018 12:07 PM
10	Polite, well dressed and careful	8/8/2018 10:27 AM
11	As above	8/7/2018 1:49 PM

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

Answered: 80 Skipped: 0



ANSWER CHOICES	RESPONSES
Extremely satisfied	86.25% 69
Satisfied	11.25% 9
Neither satisfied nor dissatisfied	2.50% 2
Slightly dissatisfied	0.00% 0
Extremely dissatisfied	0.00% 0
TOTAL	80

#	COMMENTS IF ANY	DATE
1	Very informative system and the guys were great in a slightly difficult delivery situation!	8/15/2018 6:55 AM
2	Everything from communication online and per telephone, to the actual delivery worked out as planned. Excellen!	8/10/2018 2:24 PM
3	Always so polite and helpful	8/10/2018 8:11 AM
4	Very pleased overall	8/9/2018 8:45 PM
5	Hi the crew were most helpful and remained in contact with me at all times - this us so helpful as I work locally and couldn't sit and wait while using my lunch break - the guys were very friendly and polite and very effecient . Excellent customer service - my only qualm is the cost of delivery but I guess this has to be taken up with Cox and Cox .	8/9/2018 7:41 PM
6	Very impressed that arrangements were made to deliver my furniture within a restricted time slot.	8/9/2018 6:19 PM
7	Thanks very much	8/9/2018 6:11 PM
8	Very good quality service	8/9/2018 5:49 PM
9	Great service - will use again.	8/9/2018 5:39 PM
10	It was easy to inform Ash Logistics of a safe place for delivery in the event I was not at home - this is an important function.	8/9/2018 5:28 PM
11	Highly recommend	8/8/2018 10:27 AM

Ash Logistics Customer Satisfaction - August 2018

12	Perfect service	8/7/2018 3:49 PM
13	Very smooth and professional service.	8/7/2018 3:12 PM
14	As above	8/7/2018 1:49 PM