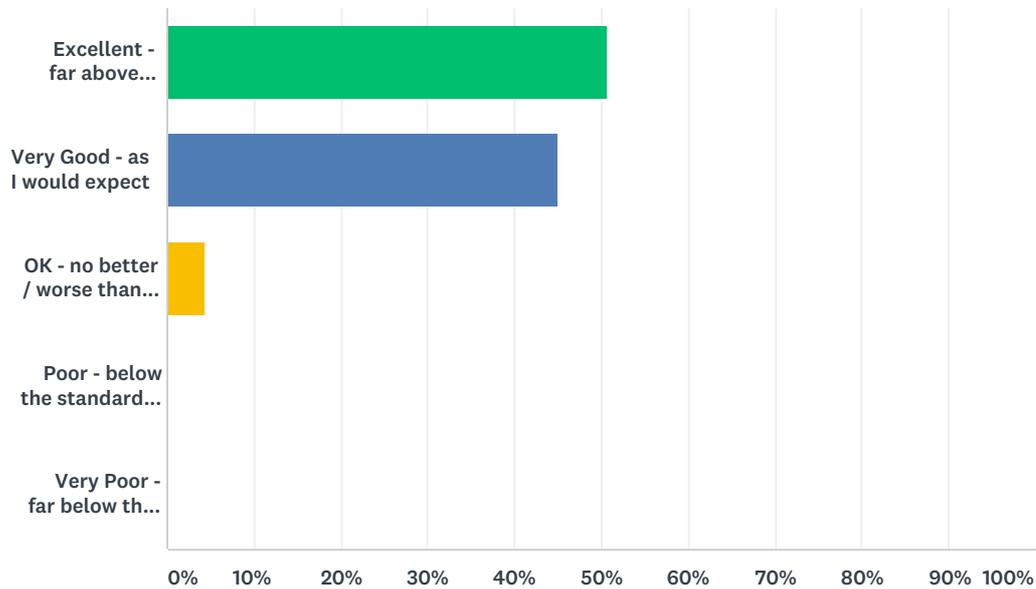


Q1 How would you rate the quality of service from Ash Logistics office staff in arranging your delivery / collection?

Answered: 839 Skipped: 3



ANSWER CHOICES	RESPONSES
Excellent - far above expectations	50.66% 425
Very Good - as I would expect	44.93% 377
OK - no better / worse than other delivery companies	4.41% 37
Poor - below the standard expected	0.00% 0
Very Poor - far below the standard expected	0.00% 0
TOTAL	839

#	COMMENTS IF ANY	DATE
1	The team were friendly and punctual, arriving exactly as they said on the phone.	3/30/2019 10:13 PM
2	Very fast delivery service	3/30/2019 8:48 AM
3	My phone contact about time of arrival was very efficient and attentive	3/30/2019 1:12 AM
4	The emails were great and fully informed me of the process, the delivery guys were extremely polite and helpful, it was a flawless delivery 5*	3/29/2019 7:46 PM
5	Attempts to arrange date were confusing. I responded to initial date confirming i could not make it, which was taken as confirmation that i could make it	3/29/2019 7:36 PM
6	Prompt, clear written communication and actions	3/29/2019 5:33 PM
7	Friendly, polite - AND carried things upstairs for me.	3/29/2019 4:24 PM
8	I would definitely recommend this company.	3/29/2019 3:52 PM
9	Good communication ahead of delivery both to book the original delivery slot and update as to time of arrival on the morning of delivery	3/29/2019 2:05 PM
10	Process was hassle-free and quick.	3/29/2019 2:03 PM
11	Very helpful	3/29/2019 1:59 PM
12	Efficient and communicative	3/27/2019 9:49 PM
13	Driver had been given wrong address	3/27/2019 10:40 AM

Ash Logistics Customer Satisfaction - Winter 2019

14	Excellent and polite	3/27/2019 9:26 AM
15	Very rapid responses, very rapid delivery	3/26/2019 6:06 PM
16	Unpacked and checked it. Took away boxes.	3/26/2019 5:28 PM
17	Delivery guys great	3/26/2019 5:05 PM
18	The two gentleman were polite and friendly. I received a courtesy Call as requested 1hr before. I was pleasantly surprised by their manner and care	3/26/2019 4:52 PM
19	nice to get quick response with an individual to talk about the delivery slot	3/26/2019 4:47 PM
20	Very helpful staff and took care of the property.	3/26/2019 4:13 PM
21	Reliable. Professional. Clear communication. Friendly and courteous	3/20/2019 2:37 PM
22	Very polite and friendly delivery man.	3/20/2019 2:26 PM
23	Helped me check the package by helping open it etc.	3/20/2019 2:07 PM
24	Prompt, quick and clear	3/14/2019 8:18 PM
25	responded extremely efficiently to a time slot query I had,	3/12/2019 5:52 PM
26	Great, apart from the very limited delivery times. If I wasn't available on a certain day, it would be another 10-14 days before the delivery could be rescheduled.	3/12/2019 12:01 PM
27	Timely, good Comms.	3/12/2019 11:24 AM
28	Delivery almost an hour outside given delivery slot	3/12/2019 10:58 AM
29	Fab delivery, really friendly blokes! Happy with the service	3/12/2019 10:38 AM
30	Very friendly	3/12/2019 10:23 AM
31	Friendly phone line and drivers called to say on their way.	3/12/2019 10:20 AM
32	Very helpful	3/8/2019 10:17 AM
33	Good communication and a helpful team, but the system for arranging delivery (ie allocating slots based on courier availability) is not overly customer-centric	3/7/2019 4:08 PM
34	Very impressed with service	3/7/2019 1:50 PM
35	Always very good at communicating	3/7/2019 1:25 PM
36	Didn't like the long email I had to respond to for delivery	3/7/2019 11:55 AM
37	much better than we have received from other suppliers	3/7/2019 10:58 AM
38	The option to leave the item in a safe place was greatly appreciated as it meant I didn't have to be at home.	3/6/2019 10:58 PM
39	Contacted in advance to offer appointment. Email received was clear when read thoroughly but I did nearly miss the fact that I needed to reply to confirm the delivery slot. Perhaps this could be made more clear?	3/6/2019 9:25 PM
40	Delivered before time frame and was able to contact them on mobile for instructions	3/6/2019 4:22 PM
41	Very helpful and accomodating	3/6/2019 12:22 PM
42	Quick, efficient, careful with returning chair, cheerful & polite	3/6/2019 12:08 PM
43	Plenty warning accurate delivery time	3/6/2019 7:46 AM
44	Excellent communications via email	3/5/2019 9:03 PM
45	Kept well-informed re delivery by both email and phone calls on the day.	3/5/2019 7:29 PM
46	Great service went very well and quickly	3/5/2019 6:43 PM
47	Very plesed with service	3/5/2019 5:37 PM
48	good communication	3/5/2019 5:32 PM
49	Absolutely Fantastic Service	3/5/2019 5:30 PM
50	Delivery called wrong telephone no. on the day	3/5/2019 4:54 PM
51	Kept well informed and when more communication was necessary, this was easy and clear.	3/5/2019 4:37 PM
52	Great , the timings and organisation was spot on	3/5/2019 4:23 PM
53	Took heavy goods upstairs	3/5/2019 4:15 PM

Ash Logistics Customer Satisfaction - Winter 2019

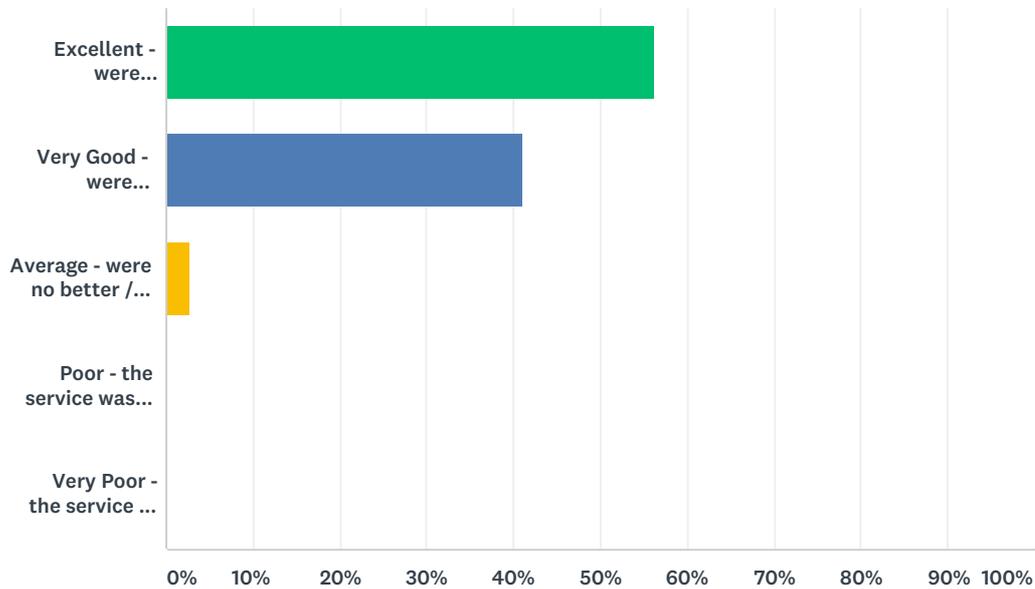
54	Staff were very helpful and friendly. Delivery was on time. Collection was several hours early but I was well informed and it suited me.	3/5/2019 4:07 PM
55	Polite driver, accommodating and efficient logistics team	2/27/2019 11:46 AM
56	Very polite, punctual, gave me the 30 min pre delivery call plus checked directions.	2/27/2019 10:46 AM
57	brilliant	2/27/2019 9:53 AM
58	When I missed initial contact to arrange a delivery date, Office gentleman was extremely obliging in arranging a later date	2/21/2019 7:03 PM
59	Thank you for your flexibility in delivery dates.	2/16/2019 1:44 PM
60	Item was damaged, so it had to be returned	2/15/2019 1:52 PM
61	Delivery person was polite and helpful.	2/15/2019 8:47 AM
62	I waited a few weeks before hearing anything about my order	2/14/2019 3:53 PM
63	Very pleasant delivery staff	2/14/2019 2:30 PM
64	friendly delivery team and lady in customer services.	2/14/2019 2:13 PM
65	Able to accommodate my difficult timetable	2/12/2019 1:19 PM
66	I would've liked a more specific time slot e.g. 2 hours that I could've picked from the outset	2/12/2019 1:03 PM
67	Very helpful.	2/12/2019 12:50 PM
68	Really friendly and helpful	2/8/2019 1:45 PM
69	Not often I feel called upon to praise a delivery firm. Your service was outstanding, from gently reminding me about the delivery date to following up with a telephone call when bad weather prevented the delivery. Well done !	2/8/2019 11:18 AM
70	Email was very clear and loved early delivery time	2/2/2019 6:48 PM
71	Delivered on time .covered their shoes, polite ,and checked the package	2/1/2019 7:00 PM
72	Great communications. Very clear instructions.	2/1/2019 4:53 PM
73	Very nice staffpl	2/1/2019 3:59 PM
74	I think your email asking me to confirm various things could have been a bit shorter and clearer on what you needed from me	1/28/2019 7:59 PM
75	Instant response to a weekend delivery request. Very impressed.	1/28/2019 6:10 PM
76	We were at work.	1/26/2019 6:49 PM
77	I was called before they arrived so I could come home from work to take delivery. They were on time and very polite .	1/24/2019 11:57 AM
78	V quick and good communication	1/24/2019 11:08 AM
79	Well arranged & I was kept informed.	1/24/2019 9:34 AM
80	Rang to update. Waited a couple minutes for me to come home. Helped me in with parcel. Explained what to do if anything wrong.	1/23/2019 7:10 PM
81	Such lovely & thoughtful employees.	1/22/2019 4:35 PM
82	great service	1/22/2019 1:10 PM
83	Quick and helpful	1/22/2019 11:39 AM
84	Great communication	1/22/2019 11:24 AM
85	Very polite, friendly and extremely helpful.	1/22/2019 11:11 AM
86	Good to have packaging removed and taken away. Very much appreciated	1/21/2019 1:50 PM
87	so helpful and friendly, wonderful delivery men	1/21/2019 9:59 AM
88	Very friendly and efficient service - emails were followed up with a call.	1/18/2019 6:20 PM
89	Delivered earlier than the time slot stated so I wasn't at home. Not ideal.	1/18/2019 12:34 PM
90	Really good quick to respond - it is just the flexibility in delivery times is not great	1/18/2019 10:23 AM
91	Initial email response was unhelpful but much clearer on follow up.	1/17/2019 9:11 AM
92	Very organised- emailed instructions which were adhered to	1/17/2019 7:33 AM

Ash Logistics Customer Satisfaction - Winter 2019

93	easy to arrange	1/16/2019 5:30 PM
94	Very friendly and helpful and professional	1/16/2019 4:58 PM
95	Very friendlyThankyou :)	1/16/2019 2:31 PM
96	I would add that copy of paperwork be given to clients or email confirming collection or delivery	1/16/2019 1:55 PM
97	Communication excellent from the outset	1/16/2019 12:54 PM
98	Best service i've experienced recently	1/16/2019 12:46 PM
99	The mobile number I provided for the 1hr pre contact was not passed on to the driver/delivery team.	1/16/2019 12:30 PM
100	It would be improved if you took all the packaging away	1/16/2019 12:09 PM
101	quick reply to email to schedule a date and time	1/16/2019 12:01 PM
102	I quite liked the email to confirm delivery slot, especially as responses were very swift.	1/16/2019 11:51 AM
103	First class, great communication	1/11/2019 8:18 PM
104	It was very prompt service.	1/11/2019 4:58 PM
105	The service was very good; however, I had hoped for a weekend delivery so I wouldn't have to take time away from work but was informed that couldn't be planned.	1/11/2019 2:29 PM
106	Lovely friendly service	1/11/2019 2:15 PM
107	.	1/8/2019 11:45 AM

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

Answered: 838 Skipped: 4



ANSWER CHOICES	RESPONSES	
Excellent - were professional to a level that far exceeded my expectations	56.21%	471
Very Good - were professional to a level I expect	41.05%	344
Average - were no better / worse than other delivery companies	2.74%	23
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		838

#	COMMENTS IF ANY	DATE
1	Professional, kind and kept me updated on my order	3/30/2019 8:48 AM
2	They texted me about arrival in 15 minutes and were extremely punctual and again efficient	3/30/2019 1:12 AM
3	Both delivery men were polite and very helpful	3/29/2019 9:16 PM
4	Such a lovely friendly helpful delivery man. I wish all people were as nice as this gentleman was.	3/29/2019 8:45 PM
5	Took packaging away. Very helpful	3/29/2019 7:58 PM
6	As above	3/29/2019 7:46 PM
7	Very thoughtful, helpful and polite	3/29/2019 6:40 PM
8	The delivery team communicated in a timely manner, were friendly, professional and polite. They got straight to it	3/29/2019 5:33 PM
9	Wonderfully cheerful delivery driver who kept me informed of exactly when to expect the delivery. He deserves a bonus !	3/29/2019 5:25 PM
10	As above - thanks both :-)	3/29/2019 4:24 PM
11	My parcel was made up of glass and metal. It was packed to perfection.	3/29/2019 3:52 PM
12	The delivery service and the actual shop are always friendly helpful and efficient in what they do	3/29/2019 3:22 PM
13	Friendly, helpful and professional.	3/29/2019 2:03 PM

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14	On time, friendly and polite. Clearly explained what I was signing.	3/27/2019 9:49 PM
15	Super courteous people	3/27/2019 10:40 AM
16	Brilliant service, both drivers were lovely. This was a delivery to swap a faulty sideboard and they I knew I was concerned the new one might not be any better, so they kindly unpacked it first in the hallway. They were very supportive and understanding when the item turned out to be worse than the original. They happily gave me time to photograph the sideboard before packing it up and taking it away again. I don't believe I could have received a better service, I'm impressed and very grateful.	3/26/2019 11:02 PM
17	I was given a delivery time 3 til 7.30pm but they were early. This worked out fine but they explained they don't work later than 4.30pm so this would be better to know for making arrangements to be in. They unpacked and delivered table all very well though.	3/26/2019 6:59 PM
18	Very helpful delivery person - went above and beyond	3/26/2019 6:17 PM
19	Good headlining, made contact 20 minutes before delivery as promised, turned up when they said they would	3/26/2019 6:06 PM
20	people very polite and competent	3/26/2019 5:29 PM
21	Very polite and helpful.	3/26/2019 4:50 PM
22	Good service and crew pleasant and polite.	3/26/2019 4:46 PM
23	Two really pleasant, polite and professional guys delivered our chair, we were very impressed by the overall delivery process.	3/23/2019 8:37 PM
24	One of the delivery guys dropped one of our boxes as he was walking up the drive	3/21/2019 12:18 PM
25	Drivers were very friendly and helpful.	3/21/2019 6:52 AM
26	Incredibly helpful and understanding	3/20/2019 5:35 PM
27	As above.	3/20/2019 2:37 PM
28	see above and offered to take away the packaging	3/20/2019 2:07 PM
29	Good humoured about 2nd floor delivery	3/20/2019 2:01 PM
30	The only problem the 4legs of the pink velvet chair were missing	3/20/2019 1:38 PM
31	Guys were first class. Professional but friendly... And kept us updated on their eta along the way.	3/20/2019 1:33 PM
32	Very helpful, nice and communicative delivery men	3/14/2019 8:18 PM
33	Quick and courteous. Removed packaging.	3/12/2019 5:52 PM
34	Very courteous and explained clearly what was in each package.	3/12/2019 11:30 AM
35	I was blown away by friendliness and politeness - genuinely two delightful young men.	3/12/2019 11:24 AM
36	The crew were fabulous, very friendly and accommodating.	3/12/2019 11:03 AM
37	They were lovely and did not moan about the many steps. However, packaging was not removed, so I had to deal with that myself afterwards.	3/12/2019 10:52 AM
38	As above	3/12/2019 10:38 AM
39	Kept me updated with eta and kindly carried the cabinet into my lounge. Very friendly and professional.	3/12/2019 10:31 AM
40	Very efficient, very friendly and helpful drivers	3/12/2019 10:29 AM
41	Called before and delivered into garage for me	3/12/2019 10:20 AM
42	Helpful and accommodating team	3/7/2019 4:08 PM
43	Very good communication. Kept us informed as to time of delivery	3/7/2019 2:55 PM
44	Very friendly, complemented me on colour choice of my sofa.	3/7/2019 2:35 PM
45	Excellent	3/7/2019 1:25 PM
46	Thank you for delivering on time and for putting the delivery in the garage. Great service.	3/7/2019 12:53 PM
47	I was given 10 minutes notice by phone- which was a little short. Also, one of he boxes was bashed and opened a little.	3/7/2019 12:31 PM
48	extremely polite , careful and helpful. I was very impressed	3/7/2019 11:58 AM
49	V polite and helpful	3/7/2019 11:55 AM

Ash Logistics Customer Satisfaction - Winter 2019

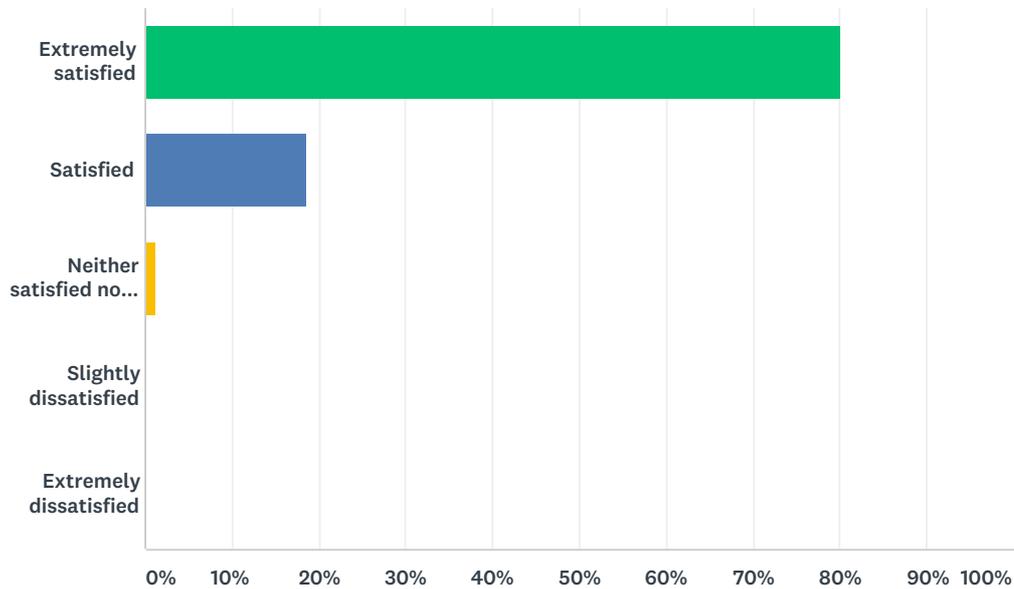
50	Phone call in advance was helpful so I could confirm drop off arrangements.	3/6/2019 10:58 PM
51	Not applicable	3/6/2019 9:55 PM
52	Friendly. Unpacked and cleared away packaging.	3/6/2019 9:25 PM
53	Couldn't be faulted!	3/6/2019 12:08 PM
54	Very professional, friendly and helpful	3/6/2019 11:47 AM
55	These two guys were amazing and completed a very difficult delivery to a small cottage! Can't thank them enough and found them absolutely professional and efficient and lovely to work with!	3/6/2019 8:44 AM
56	Offered to help put chair in place	3/6/2019 7:46 AM
57	Faultless. A pleasure to deal with. We have lots of issues with deliveries so we know what excellent feels like.	3/5/2019 9:03 PM
58	very helpful crew who unpackaged, allowed time to check the mirror and took everything away. very very friendly and professional	3/5/2019 6:44 PM
59	Very friendly helpful knowledgeable man!	3/5/2019 6:27 PM
60	phoned me ahead of delivery	3/5/2019 5:32 PM
61	Excellent delivery men	3/5/2019 5:30 PM
62	I think there must have been a mix up with my mobile number as I didn't receive any calls prior to delivery.	3/5/2019 5:09 PM
63	Polite. Friendly. Respectful.	3/5/2019 4:37 PM
64	Courteous and friendly and considerate in dropping to my lounge	3/5/2019 4:23 PM
65	Again, staff were very helpful and careful in taking the (very large) package up and down my stairs	3/5/2019 4:07 PM
66	The men carried a dozen boxes into dining room (removed shoes so many time from inside to out) they refused drinks and left quietly with a no complaining long drive back to depot behind them.	2/27/2019 10:46 AM
67	Quick, pleasant and efficient. However, I wish I'd asked to keep the oversize box since I have to return the item!! Silly me!!	2/21/2019 7:03 PM
68	Offered to carry to another room, but we don't wear shoes in the house.	2/16/2019 1:44 PM
69	Very pleasant especially asa sat nav isn't right and they had to phone to confirm where we were. All happy	2/15/2019 5:08 PM
70	Really friendly and polite	2/15/2019 11:52 AM
71	Very vesatile	2/14/2019 4:56 PM
72	Very polite and thoughtful delivery crew	2/14/2019 3:53 PM
73	On time, polite and friendly. Took care of my packages	2/14/2019 2:13 PM
74	Fantastic service. Carrying heavy items up three flights without any hint of complaint or moan. Very polite and helpful. Five stars.	2/14/2019 1:30 PM
75	If the guys offered to take the packaging this would have been excellent.	2/12/2019 8:43 PM
76	Unpackaged my items and moved them into place	2/12/2019 1:19 PM
77	delivery crew were very careful and respectful of the item and my property. thanks.	2/12/2019 1:03 PM
78	Unexpectedly good humoured at 6.50 am!	2/12/2019 12:50 PM
79	Courteous, polite and carefull	2/12/2019 12:43 PM
80	Very patient and professional when bringing into the house	2/8/2019 11:34 PM
81	Very polite and helpful	2/8/2019 2:39 PM
82	Really great, drivers are always friendly, respectful and helpful	2/8/2019 1:45 PM
83	Excellent driver - positive, cheerful team	2/8/2019 11:45 AM
84	very helpful and friendly	2/8/2019 11:24 AM
85	Very good communication from delivery guys kept me informed on their time of arrival and they had some very bad adverse weather conditions to deal with	2/8/2019 11:22 AM
86	We're efficient and friendly	2/8/2019 11:21 AM

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87	Very polite and helpful	2/4/2019 5:48 PM
88	Given £60 delivery charge had high expectations	2/2/2019 4:22 PM
89	Driver was polite and professional.	2/1/2019 7:47 PM
90	Great communications prior to delivery. Polite helpful crew.	2/1/2019 4:53 PM
91	Really polite, very helpful & extremely professional! No issues finding our address & carried the furniture to the required room, before unpacking it carefully & taking the packaging away. Super service!	2/1/2019 4:10 PM
92	Husband health with them and said they were fine!	1/28/2019 6:10 PM
93	As above	1/26/2019 6:49 PM
94	He arrived early. Which would be fine except it was 6.50am.	1/24/2019 11:02 PM
95	Efficient and very polite	1/24/2019 11:57 AM
96	really nice guys no problem there,	1/24/2019 9:31 AM
97	Exceptionally helpful and polite	1/23/2019 7:10 PM
98	One member one of the crew was much more helpful than the other and it was the not so unhelpful one who seemed to be making the decisions for both.	1/22/2019 2:56 PM
99	Polite and helpful.	1/22/2019 11:39 AM
100	Professional and helpful	1/22/2019 11:11 AM
101	The delivery crew made so much effort to find our house as it is difficult to find. I didn't have my phone on and they kept trying and googled the house to see what it looked like. They were so polite and helpful.	1/18/2019 7:25 PM
102	Call on the day from delivery guy and follow up txt with photo immediately after delivery had been made.	1/18/2019 6:20 PM
103	Very polite gentleman on phone. I was not home for delivery goods stacked really neatly. Garage door locked and key put through house door as instructed	1/17/2019 7:33 AM
104	Very nice, friendly and helpful 2 man team	1/16/2019 5:30 PM
105	Very friendly and helpful and professional	1/16/2019 4:58 PM
106	Very timely, respectful of home, looked after items very well re packaging up in sofa bags	1/16/2019 1:55 PM
107	Rang to let me know eta,polite,courteous and helpful	1/16/2019 12:54 PM
108	Was not called one hour before, instead 10mins before which led to a scramble to be there.	1/16/2019 12:30 PM
109	VERY OBLIGING FRIENDLY & PROFESSIONAL	1/16/2019 12:11 PM
110	on time, and polite	1/16/2019 12:01 PM
111	They phoned ahead to say they would be arriving withn the hour but, arrived 30 mins later without notification. Not a major issue as have had this experience with other delivey companies hence the selection above.	1/16/2019 11:51 AM
112	Very polite guys	1/12/2019 10:53 AM
113	On time, friendly and helpful, good communication on way.	1/11/2019 8:18 PM
114	Very helpful in removing packaging etc	1/11/2019 5:37 PM
115	Very pleasant	1/11/2019 4:58 PM
116	Super helpful and pleasant	1/8/2019 11:12 PM
117	Very helpful and volunteered to take away the packaging	1/8/2019 11:45 AM

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

Answered: 839 Skipped: 3



ANSWER CHOICES	RESPONSES
Extremely satisfied	80.21% 673
Satisfied	18.59% 156
Neither satisfied nor dissatisfied	1.19% 10
Slightly dissatisfied	0.00% 0
Extremely dissatisfied	0.00% 0
TOTAL	839

#	COMMENTS IF ANY	DATE
1	Telephone calls to keep me informed, driver friendly, very good service	4/1/2019 8:54 AM
2	This was by far the best service I've recieved	3/30/2019 8:48 AM
3	As commented above, it was a pleasure dealing with the team.	3/30/2019 1:12 AM
4	Exceptional service thank you	3/29/2019 9:16 PM
5	I am missing a couple of bolts, but very happy with delivery service recieved	3/29/2019 5:33 PM
6	This is an 3xcellent company that listens to its customers.	3/29/2019 3:52 PM
7	Always an absolute pleasure to shop as well as receive a delivery we always know we will get a really high standard of service.	3/29/2019 3:22 PM
8	Quick, polite. cheerful team - delightful in this hectic time we all live in. Very pleased with company!	3/29/2019 1:44 PM
9	Would recommend	3/27/2019 9:49 PM
10	Nice to get a call an hour ahead of ETA	3/27/2019 10:40 AM
11	Would have loved it if packaging could be taken off and returned with the drivers.	3/26/2019 11:07 PM
12	Thank you. So rare to have something fulfilled as promised	3/26/2019 6:06 PM
13	Very efficient and professional outfit	3/23/2019 8:37 PM
14	Delivery men were great!	3/21/2019 1:55 PM

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15	The office staff were excellent	3/21/2019 12:18 PM
16	Ash Logistics were very good on delivery and collection. Unfortunately, what they delivered was the wrong item (no fault of theirs).	3/20/2019 2:26 PM
17	Pre advised and arrangements kept	3/20/2019 2:01 PM
18	Please contact me with regards to the chair legs	3/20/2019 1:38 PM
19	Excellent service	3/14/2019 8:18 PM
20	Communication at every stage spot on - so useful! Outstanding service thank you!	3/12/2019 11:24 AM
21	Great to know there are delivery companies out there who do their job with a smile and can't be more helpful!	3/12/2019 10:38 AM
22	Very straightforward o deal with. Thank you.	3/12/2019 10:29 AM
23	Very reliable and organised leading up to delivery. Flexible around times. Very good. Thank u	3/12/2019 10:23 AM
24	Better than the rest!	3/12/2019 10:20 AM
25	Thank you - I was very satisfied that goods were delivered on time and with a good service. But would like to see more flexibility on delivery times, given the cost of delivery.	3/7/2019 4:08 PM
26	Very polite	3/7/2019 1:25 PM
27	Thank you for a great service.	3/7/2019 12:53 PM
28	Well done all	3/7/2019 12:40 PM
29	I feel they went that extra mile, and it was really appreciated	3/7/2019 11:06 AM
30	by far the most efficient service we have experienced	3/7/2019 10:58 AM
31	Arranging the delivery was straight forward and whole process was stress free.	3/6/2019 10:58 PM
32	The best delivery service I have experienced	3/6/2019 10:32 PM
33	Great communication	3/6/2019 1:20 PM
34	I have complete confidence in Ash Logistics! A pleasure to deal with re phone calls, emails, delivery crew efficiency - communication in general and timing	3/6/2019 12:08 PM
35	As a busy working mother it was very helpful to be able to have an e mail discussion about delivery times - there wasn't much choice on times but it was helpful that there was some flexibility on the slot eg latest time guaranteed a call before the delivery really useful as often it's just not easy to stay in for hours on end in case of delivery	3/6/2019 9:27 AM
36	Thank you!	3/6/2019 7:46 AM
37	Wish you could deliver everything I order...I certainly would not hesitate to order large items from this company again, knowing how you arranged the delivery and executed it. Thank you very much for a great service!	3/5/2019 9:03 PM
38	V kindly took the chest of drawers up 3 flights of stairs	3/5/2019 5:51 PM
39	Very pleased	3/5/2019 5:37 PM
40	good guys	3/5/2019 5:32 PM
41	Very good service, couldn't fault them	3/5/2019 5:30 PM
42	Punctual, helpful and polite.	3/5/2019 5:09 PM
43	Great service. Super friendly and helpful delivery guys.	3/5/2019 5:01 PM
44	On time. Respectful of property. Took packaging away and nice guys. Thanks.	3/5/2019 4:57 PM
45	Hi I am currently in the Middle East . Our order was being delivered to a depot on mainland Scotland and a local company was transporting it to one of the islands . I have not yet been able to visit our property so sadly I cannot personally comment . Though Zi know they were delivered promptly	3/5/2019 4:33 PM
46	Communication was very good. I was phoned before they delivered and before they collected. Excellent, thank you	3/5/2019 4:07 PM
47	Happily use them again over many other parcel firm - probably top of my current list.	2/27/2019 10:46 AM
48	Communicative and all-round smoothly efficient!	2/21/2019 7:03 PM
49	the first delivery was awful but second time around the guys were amazing and really helpful	2/20/2019 12:16 PM
50	Unable to comment as the item was not unloaded from the delivery vehicle	2/15/2019 1:52 PM

Ash Logistics Customer Satisfaction - Winter 2019

51	Quite pricey fir smallish items with no construction needed	2/14/2019 3:53 PM
52	very pleased	2/14/2019 2:13 PM
53	It was an expensive delivery - the most I've paid before	2/12/2019 8:43 PM
54	Thank you for the delivery of my lovely chair!	2/12/2019 12:50 PM
55	Very friendly!	2/12/2019 12:01 PM
56	It's expensive for delivery , so I would expect a good service	2/11/2019 12:16 PM
57	I had a Made delivery the same day and the service was not a patch	2/8/2019 2:39 PM
58	Really great professional service, would definitely recommend	2/8/2019 1:45 PM
59	even though I corrected our address for each delivery, it was never updated on your systems	2/8/2019 1:04 PM
60	We were very impressed with the communication. Thank you!	2/8/2019 1:00 PM
61	Missing pieces	2/8/2019 12:10 PM
62	The men were excellent best delivery we've had	2/8/2019 11:47 AM
63	Thank you very much!	2/8/2019 11:45 AM
64	Would recommend them as a delivery company	2/8/2019 11:22 AM
65	I would thoroughly recommend using you guys to anyone needing a delivery service: a very personal, professional, and effiicent company. Again well done	2/8/2019 11:18 AM
66	Could'nt have been better.	2/1/2019 7:48 PM
67	Very happy with the process from notification of delivery to actual delivery. Thank you.	2/1/2019 4:53 PM
68	Rang me letting me know when they would be arriving so we were ready for them when they turned up	2/1/2019 3:50 PM
69	The office staff really tried to accommodate my requested date.	2/1/2019 3:35 PM
70	Always a good experience	1/30/2019 10:46 AM
71	No card was put through our door to say it had arrived but parcel was delivered in an excellent condition.	1/26/2019 6:49 PM
72	Excellent service	1/24/2019 11:57 AM
73	Notably good service	1/23/2019 7:10 PM
74	Well communicated. Friendly delivery person who took care to make sure my mirror was safely delivered.	1/23/2019 10:09 AM
75	Thanks for a great service	1/22/2019 11:24 AM
76	Everything happened when it should have- great!	1/22/2019 11:11 AM
77	I was awaiting collection of an item and as this was over the Christmas period it took quite a while for it to happen, necessitating a phone call to enquire when it would happen!	1/22/2019 11:00 AM
78	Excellent. Thank you	1/17/2019 7:33 AM
79	Great	1/16/2019 4:58 PM
80	Fab !	1/16/2019 2:31 PM
81	particularly good service in terms of communications to confirm when delivery would take place	1/16/2019 2:08 PM
82	I would use again for my own purpose and will keep the contact	1/16/2019 1:55 PM
83	WOULD DEFINITELY RECOMMEND & WOULD USE YOU AGAIN	1/16/2019 12:11 PM
84	Could not have done anymore, excellent service.	1/11/2019 8:18 PM
85	Very helpful delivery man, who carried my heavy mirror up two flights of stairs	1/10/2019 10:23 AM
86	There was an issue with mix up of email address/address provided by G&G but also took a few phone calls to get fully sorted out.	1/8/2019 12:03 PM
87	great delivery teams- really helpful	1/8/2019 12:00 PM
88	Only comment is that I asked if i could be the end of the delivery time slot which happened brilliantly. it would have been good if i could have had confirmation that it would happen as it was a bit of a wing and prayer that i was not in for the first 2 hours. Email confirmation would have been perfect.	1/8/2019 11:50 AM