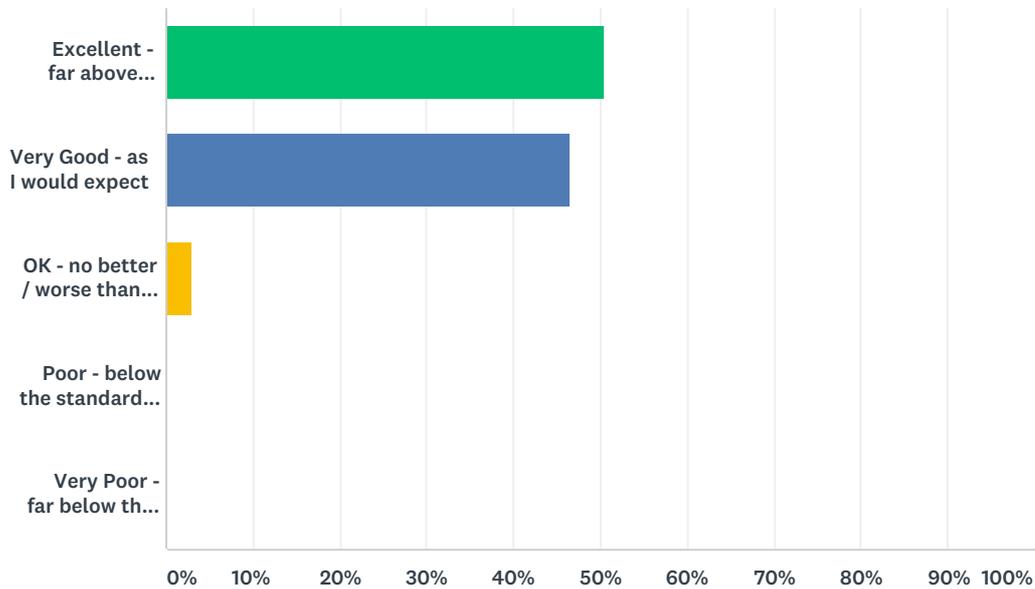


## Q1 How would you rate the quality of service from Ash Logistics office staff in arranging your delivery / collection?

Answered: 561 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent - far above expectations	50.45%	283
Very Good - as I would expect	46.52%	261
OK - no better / worse than other delivery companies	3.03%	17
Poor - below the standard expected	0.00%	0
Very Poor - far below the standard expected	0.00%	0
<b>TOTAL</b>		<b>561</b>

#	COMMENTS IF ANY	DATE
1	Very efficient and friendly manner.	9/27/2019 3:55 PM
2	Really friendly and accommodating	9/27/2019 2:43 PM
3	Really friendly and accomodating	9/27/2019 2:42 PM
4	Good communication, quick exchange when item was faulty. Helpful re delivery time	9/27/2019 2:02 PM
5	They fitted us in last minute	9/27/2019 12:42 PM
6	Very friendly. On time. Very helpful.	9/27/2019 12:25 PM
7	Received a friendly phone call to arrange delivery	9/27/2019 12:16 PM
8	Great communication and time slot, delivered quickly.	9/18/2019 4:47 PM
9	Good communication. But long wait from initial order to delivery.	9/17/2019 12:27 PM
10	Good communication	9/14/2019 9:10 AM
11	You have kept me informed every step of the way and also asking if the slot you allocated me was really good as it ment I could get stuff sorted before and after you arrived so not wasted a day.	9/13/2019 9:37 PM
12	Very efficient. Arrived on time. Took all packaging away.	9/13/2019 6:33 PM
13	Perfect	9/13/2019 5:45 PM
14	Good communications	9/13/2019 4:39 PM

## Ash Logistics Customer Satisfaction - Summer 2019

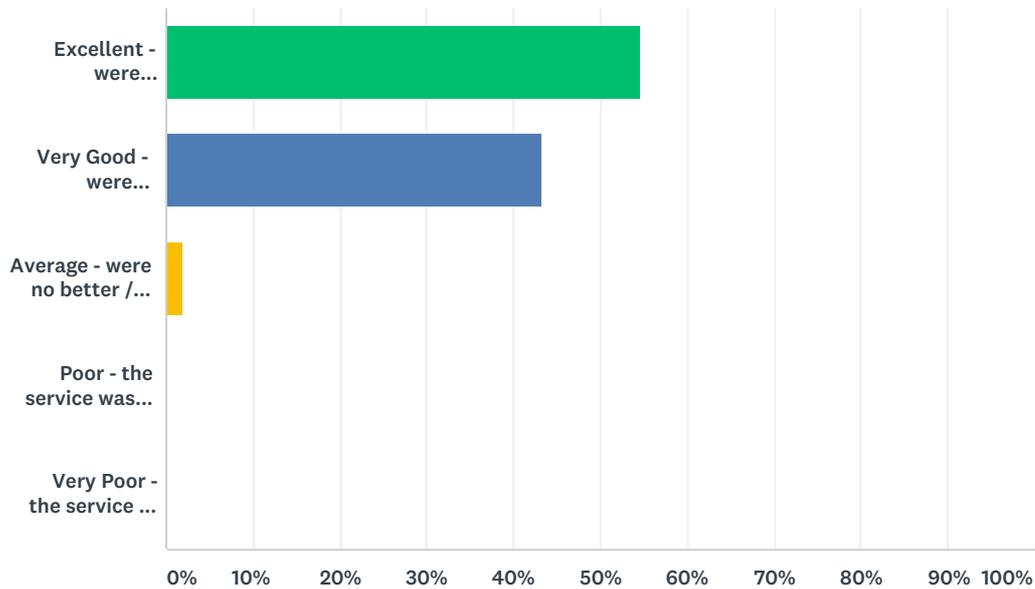
15	Had to chase up the delivery, received no email confirmation within the time frame specified. However day and time slot was very convenient.	9/13/2019 4:32 PM
16	The guys are always polite professional and quick.	9/13/2019 3:47 PM
17	Drivers were really helpful, took all packaging and placed furniture in the room I wanted it. Very polite and helpful	9/13/2019 3:45 PM
18	I am very grateful that I was able to postpone delivery of my sofas for many weeks, until our house was ready	9/4/2019 4:28 PM
19	Called in advance they were close and were very quick and efficient	9/4/2019 2:48 PM
20	very accomdating when a change of date was needed with short notice	9/4/2019 1:22 PM
21	Professional, clean and very helpful	9/4/2019 10:35 AM
22	Very good at being in touch with customer	9/4/2019 9:25 AM
23	Drivers were very professional	9/4/2019 9:08 AM
24	Good Service	9/4/2019 9:03 AM
25	Delivery guys were really friendly and helpful	9/4/2019 6:51 AM
26	I love the way they e-mail first but dont book till you say yes!	9/3/2019 11:44 PM
27	Very helpful	9/3/2019 10:14 PM
28	Clear communication	9/3/2019 8:47 PM
29	Good contact via email	9/3/2019 7:28 PM
30	The crew arrived promptly on time. They were very quick, professional and helpful. Very happy with the service	9/3/2019 7:25 PM
31	V efficient service	9/3/2019 7:16 PM
32	Amazing service and so polite arrived on time to the second! amazing thank you very refreshing	8/14/2019 1:58 PM
33	the guys were lovely and friendly	8/13/2019 7:18 PM
34	Very understanding about my sister being out when they arrived	8/13/2019 5:42 PM
35	on time, polite, helpful. thank you	8/13/2019 5:42 PM
36	Very Happy	8/13/2019 9:32 AM
37	Clear communication by email prior to delivery. Driver called on the day to confirm address and then called to say he'd delivered successfully. Items were left so that they wouldn't get wet.	8/10/2019 11:53 AM
38	Very efficient	8/9/2019 6:46 PM
39	Fitted a delivery in for me which I really appreciated!	8/9/2019 4:36 PM
40	Very polite and flexible	8/8/2019 1:12 PM
41	The guys were very accommodating and helped assemble the console	8/6/2019 3:08 PM
42	Spoke to an actual person who said they would do exactly what they did - refreshing in this sector!	8/4/2019 7:12 PM
43	Many companies do not listen when you give times you are available. This company did.	7/31/2019 3:06 PM
44	I did not receive the call to advise en-route which the email you sent advised would happen	7/30/2019 4:40 PM
45	Was so plessed to get my cabinet weeks before i expected it. I was amazed to get a message saying its in, do you want it tomorrow? Great service! Thanks!	7/29/2019 7:05 PM
46	Very friendly and helpful gentlemen!	7/29/2019 6:59 PM
47	The notice given for delivery dates could be longer, was 48 - 72 hours at first couple of tries and that is difficult to make arrangements within	7/29/2019 5:38 PM
48	Very helpful	7/29/2019 5:34 PM
49	Great. Thank you	7/29/2019 5:14 PM
50	Faster assembly than expected.	7/29/2019 5:10 PM
51	Pleasant staff	7/26/2019 8:50 PM
52	Only assuming the information I provided was passed on to delivery crew - see below.	7/26/2019 4:55 PM
53	The two men could not have been more helpful or more patient .	7/25/2019 4:01 PM

## Ash Logistics Customer Satisfaction - Summer 2019

54	Love it	7/24/2019 8:45 PM
55	They unpacked the chairs, took them downstairs for me and removed the packaging.	7/24/2019 8:02 PM
56	After receiving the email I called the company and reviewed a great service from the call handler regarding the date and time of the delivery.	7/24/2019 7:25 PM
57	Very responsive by email and easy to arrange a delivery at a time convenient for me	7/24/2019 7:12 PM
58	But very slow confirmation of delivery date	7/22/2019 3:18 PM
59	very polite lads	7/22/2019 10:08 AM
60	Very helpful, polite and quick	7/21/2019 8:49 AM
61	I had a query about my order. I found the person I spoke very knowledgable and helpful.	7/20/2019 10:06 PM
62	Excellent	7/20/2019 6:20 PM
63	Very helpful chaps and you did a good job at proactively letting me know you were running late.	7/20/2019 3:33 PM
64	Really friendly helped unpack items and assmble	7/17/2019 10:57 PM
65	Highly flexible and always courteous	7/17/2019 12:31 AM
66	Thank you for calling ahead of the delivery, for noting from our previous conversations that I'm unable to carry heavy items and even though I asked my husband to stay home and help, you still took care of the positioning and assembly of the drawers. We are very grateful. Thank you also for being prepared with over shoes!	7/14/2019 11:14 PM
67	2 very helpful , efficient and tidy	7/14/2019 12:27 AM
68	It would have been excellent if I had received a call on mobile with ETA as expected.	7/13/2019 5:48 PM
69	Arrived exactly when their email said they would and they assembled it in double quick time	7/13/2019 5:32 PM
70	Very friendly and appreciate the care taken	7/13/2019 4:30 PM
71	Efficient. Changed the day and got an early delivery as requested.	7/13/2019 4:16 PM
72	Quick and efficient. They delivered to our preferred room, removed the packaging and even took the rubbish with them.	7/13/2019 4:02 PM
73	You had to contct me to cancel delivery because you hadn't recived it and both left an message on my phoen and sent me an email both explaining the issue very clearly.	7/10/2019 10:57 PM
74	MEN WERE VERY HELPFUL AND POLITE	7/9/2019 9:01 AM
75	The staff were very friendly and considerate.	7/8/2019 10:36 PM
76	very good communication	7/8/2019 9:52 PM
77	excellent communication	7/8/2019 8:42 PM
78	It was very easy and simple and efficient	7/8/2019 7:24 PM
79	Delivery was very late but great communication when things did start moving	7/8/2019 7:07 PM
80	Carried heavy chair and put it in place	7/8/2019 6:01 PM
81	Arrived first thing in the morning!	7/8/2019 5:56 PM

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

Answered: 560 Skipped: 1



ANSWER CHOICES	RESPONSES	
Excellent - were professional to a level that far exceeded my expectations	54.64%	306
Very Good - were professional to a level I expect	43.21%	242
Average - were no better / worse than other delivery companies	1.96%	11
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>560</b>

#	COMMENTS IF ANY	DATE
1	Problem free	9/27/2019 3:55 PM
2	Even thou I told them on phone where door was they didn't listen	9/27/2019 2:38 PM
3	Extremely helpful delivery crew, extremely impressed.	9/27/2019 12:55 PM
4	I wrote to say how brilliant they were. Kieren and Terry.	9/27/2019 12:36 PM
5	Friendly, helpful and pleasant	9/27/2019 12:16 PM
6	Friendly & professional. Nothing was too much trouble. They were fabulous	9/27/2019 12:13 PM
7	The delivery men texted and called me several times to let me know they were in the area the night before and could drop my item off. They were extremely friendly and helpful when they arrived at about 9.30 pm. I was really very, very impressed. Thank you to you and them for the excellent service!	9/18/2019 6:13 PM
8	very friendly and efficient.	9/14/2019 9:10 AM
9	The lads were great unpacked our good and checked that they were all in good condition they took all the packaging rubbish with them and even offered to take some of the other rubbish I had in my house as I had just moved in, could not of asked for anything more. Also they were very polite.	9/13/2019 9:37 PM
10	One of the guys ( older) was a little impatient. Rushed through the opening of my parcel so I didn't feel I had adequate time to properly inspect it. Felt under pressure. Other guy was chatty and relaxed.	9/13/2019 6:33 PM

## Ash Logistics Customer Satisfaction - Summer 2019

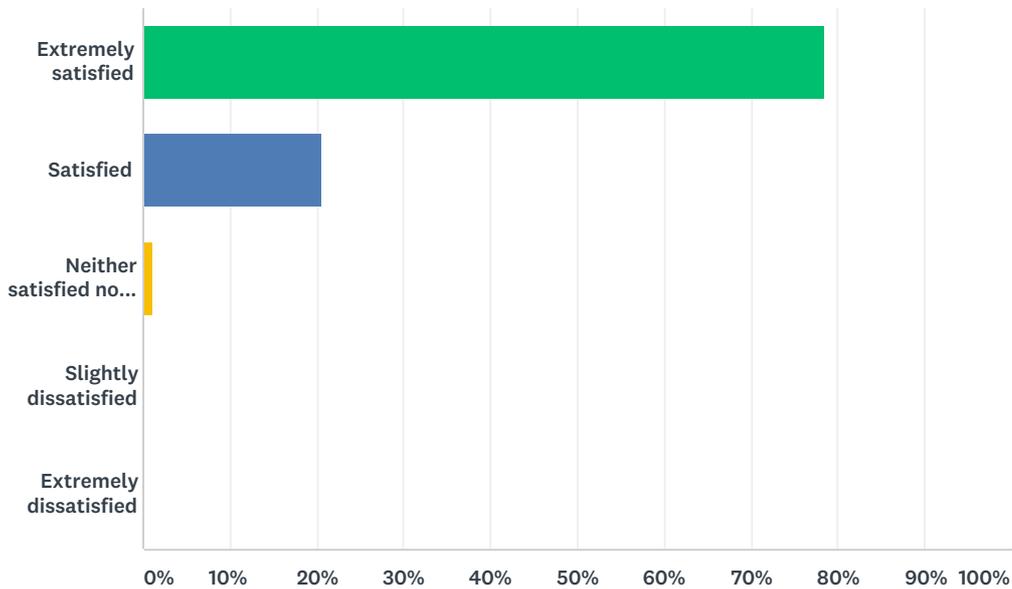
11	Brilliant service	9/13/2019 5:45 PM
12	I didn't see the team as they left the delivery exactly as requested in the shed	9/13/2019 4:33 PM
13	Called 1hr before as expected, were very friendly and considerate when entering the property.	9/13/2019 4:32 PM
14	The chaps that carried out my delivery on Monday 9th were brilliant and very helpful in taking the item upstairs. Friendly and very nice, very impressed :-)	9/13/2019 3:42 PM
15	Thought the delivery would have been unwrapped, no worries that it isn't but would have appreciated being told that was the service	9/9/2019 3:15 PM
16	Delivered the night before as they were in the area	9/7/2019 8:52 AM
17	The delivery crew were great - they brought my furniture into the house and even removed boxes from a previous Ash Logistics delivery for me. They were very friendly and professional.	9/4/2019 7:25 AM
18	They were really helpful and went above and beyond	9/3/2019 11:44 PM
19	Friendly, polite crew	9/3/2019 8:47 PM
20	Bought my heavy item into the hoise for me and put it in place	9/3/2019 7:28 PM
21	Very careful and helpful	9/3/2019 7:25 PM
22	Professional	8/22/2019 5:08 PM
23	However, a text to alter the delivery slot would be useful.	8/19/2019 10:57 AM
24	Covered shoes on entry which I thought very considerate	8/15/2019 3:16 PM
25	very refreshing to be so on time and polite	8/14/2019 1:58 PM
26	happy allowed me to check item on delivery	8/13/2019 7:18 PM
27	Lovely, friendly staff. Very helpful!	8/13/2019 5:56 PM
28	The two man helped and delivered the sofa to the fourth floor and to a room difficult to access	8/13/2019 5:42 PM
29	Polite and asked were I wanted the delivery put	8/11/2019 4:52 PM
30	Received a call one hour before delivery which made it much easier rather than having to wait in.	8/10/2019 1:55 PM
31	Clear communication by email prior to delivery. Driver called on the day to confirm address and then called to say he'd delivered successfully. Items were left so that they wouldn't get wet.	8/10/2019 11:53 AM
32	Lovely delivery guys	8/9/2019 6:46 PM
33	guys were here early and waited	8/9/2019 6:39 PM
34	I didn't expect them to unpack the furniture and take the package with them, that was great service	8/9/2019 2:37 PM
35	extremely professional, polite and helpful	8/9/2019 1:07 PM
36	I wasn't there to receive and have heard nothing, do assume all good so	8/9/2019 1:06 PM
37	The two men who delivered the sofa were so friendly and efficient - they took great care over everything!	8/9/2019 1:02 PM
38	Felt a bit rushed. They would have left without offering to unpack the furniture and remove the packaging, had I not asked.	8/8/2019 1:12 PM
39	Called me Madam - which was quite funny, but very respectful and appreciated.	7/30/2019 8:20 AM
40	Very good service, the delivery guys were very polite and friendly	7/30/2019 8:00 AM
41	Great team and no quibbles about taking back the goods which were damaged on arrival	7/29/2019 5:38 PM
42	Crew were excellent in terms of moving furniture to where I wanted and removing all packaging. Very polite. However, I'd already informed you that I would probably be out so please call beforehand, as is offered in your emails. This didn't happen, instead I had a phone call to say they were on the doorstep. Luckily I wasn't far away but had to rush home, completely interrupting what I was in the middle of. I don't know if this was an error on the part of the delivery crew, or whether this information hadn't actually been passed on by the office. As I said though, despite the lack of communication, the delivery crew were otherwise excellent.	7/26/2019 4:55 PM
43	They did not hurry me at all after they had unpacked my goods	7/25/2019 4:01 PM
44	Very pleasant and helpful	7/24/2019 9:10 PM

## Ash Logistics Customer Satisfaction - Summer 2019

45	wow what a great team! They arrived when they said took the item upstairs without knocking any of the pictures on the wall. They both were polite and professional in their job.	7/24/2019 7:25 PM
46	The delivery guys were very conscientious and courteous	7/24/2019 7:12 PM
47	Extremely polite and helpful	7/22/2019 12:26 PM
48	Could not do enough for me . They were fabulous	7/22/2019 8:25 AM
49	They brought my package in, unpacked it and took the cardboard	7/20/2019 10:06 PM
50	Very helpful and professional.	7/20/2019 6:20 PM
51	Carried upstairs no problems	7/17/2019 12:31 AM
52	The guys were on time. Extremely helpful and obliging when I asked if they would mind taking the chair which was extremely heavy and bulky up my narrow stairs. They were excellent and	7/15/2019 7:52 AM
53	Great communication on route, and very helpful on delivery	7/14/2019 3:03 PM
54	Team were very polite and careful not to damage anything.	7/14/2019 1:21 PM
55	Offered to remove from packaging	7/13/2019 5:57 PM
56	Arrived on time, very polite and helpful	7/13/2019 5:32 PM
57	Very polite & helpful	7/13/2019 5:05 PM
58	Thanks for bringing inside and taking the plastic away	7/13/2019 4:30 PM
59	Quick and careful	7/13/2019 4:16 PM
60	carried a large box down the sideway for me.	7/10/2019 10:57 PM
61	Very helpful	7/8/2019 10:36 PM
62	very pleasant and helpful	7/8/2019 9:52 PM
63	very efficient,arrived when they said they would and very helpful in carrying the items into the gardeni	7/8/2019 8:42 PM
64	The items were left neat, safe and secure in the place I asked them to be left	7/8/2019 7:24 PM
65	efficient, polite, helpful and on time - all very good	7/8/2019 6:40 PM
66	Failed to call to say they were one hour away	7/8/2019 5:56 PM

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

Answered: 560 Skipped: 1



ANSWER CHOICES	RESPONSES
Extremely satisfied	78.39% 439
Satisfied	20.54% 115
Neither satisfied nor dissatisfied	1.07% 6
Slightly dissatisfied	0.00% 0
Extremely dissatisfied	0.00% 0
<b>TOTAL</b>	<b>560</b>

#	COMMENTS IF ANY	DATE
1	The replacement was super easy - the two guys were in and out in a matter of minutes and very professional, and on time!	9/28/2019 8:54 AM
2	Prompt and courteous	9/27/2019 7:39 PM
3	Everything as promised	9/27/2019 3:55 PM
4	The delivery men were lovely and took all the packaging with them in thrilled with my new chair	9/27/2019 2:43 PM
5	Was very impressed - and particularly grateful for the fact that the delivery men offered to take away the packaging. thank you!	9/27/2019 12:18 PM
6	Left a lasting impression of a business that cared to make a good delivery	9/27/2019 12:16 PM
7	Fragile item , delivered helpfully whilst out. Happy customer.	9/18/2019 3:58 PM
8	Would have been better but they turned up at 7am when the slot was 3-7.30pm	9/15/2019 10:42 AM
9	I have recently moved so dealt with a lot of delivery companies, and you guys were far above the others on every front.	9/13/2019 7:31 PM
10	I would use again just ask they are a little more patient with the customer especially at 8am on a Saturday morning!	9/13/2019 6:33 PM
11	Definitely use them again	9/13/2019 5:45 PM

## Ash Logistics Customer Satisfaction - Summer 2019

12	I have about 6 different deliveries recently from atkin and thyme and the communication, service and delivery has always been 100%. The furniture itself is fantastic.. i love all of my 7 pieces i have brought.	9/13/2019 4:27 PM
13	They were polite and good communication about delivery time. They put parcel in correct place for me and also unpacked item	9/13/2019 3:54 PM
14	Really lovely, helpful and very polite.	9/4/2019 4:26 PM
15	Best delivery service yet ! Thank you	9/4/2019 2:48 PM
16	Delivery drivers were polite, called me to tell me when they would be delivering in advance, overall very happy with the service.	9/4/2019 1:41 PM
17	Keep up the good work!	9/3/2019 8:47 PM
18	I have had a lot of furniture deliveries recently and this has been the best in terms of communication, speed and curtersy of the delivery team.	9/3/2019 7:28 PM
19	Very good service	9/3/2019 7:25 PM
20	Excellent service.	8/22/2019 5:08 PM
21	Timely delivery, careful when taking the large bed items upstairs and left no mess	8/15/2019 4:15 PM
22	amazing service well done x	8/14/2019 1:58 PM
23	Arrived on time, was efficient and helped my husband take the heavy item uostairs	8/11/2019 7:04 PM
24	From initial email advising of delivery date to call prior to delivery communication was very good.	8/11/2019 4:52 PM
25	Clear communication by email prior to delivery. Driver called on the day to confirm address and then called to say he'd delivered successfully. Items were left so that they wouldn't get wet.	8/10/2019 11:53 AM
26	Great service nice one companies actually do what they say they're going to do	8/9/2019 6:46 PM
27	Thanks for taking away the packaging. ☐	8/5/2019 8:02 PM
28	The whole experience was fantastic. Clear, concise instructions, a very good time frame for delivery, kept up to date with progress, arrived exactly when they said they would. If all couriers worked this efficiently the world would be a happier place. Can't thank you enough!	7/30/2019 12:18 PM
29	Always so very helpful and reliable. Excellent service	7/30/2019 8:39 AM
30	Excellent communication, much better than other companies. Only comment is that we had a HUGE amount of packaging from the items delivered and it would have been lovely if this could have been taken away as some other companies do.	7/29/2019 10:37 PM
31	Once we explained to someone regarding our delivery date requirements they were very accommodating. Would definitely recommend:	7/29/2019 5:38 PM
32	Amazing! Very pleased	7/29/2019 5:34 PM
33	Very good service - only quibble was cost of delivery (£60) which was a lot, particularly given that we are only about 10 miles away	7/29/2019 5:30 PM
34	Delivered within timeframe. Courtesy call received. Fast service	7/29/2019 5:10 PM
35	Both men Went out of their way to not make me feel stupid	7/25/2019 4:01 PM
36	Very friendly and polite. Never come across a delivery company quite like Ash in terms of service, communication and efficiency. Obviously a high end delivery company working for high end companies. Thank you.	7/24/2019 9:22 PM
37	Delivery exceptional	7/22/2019 8:25 AM
38	This is the first time I have used this company but I would use them again.	7/20/2019 10:06 PM
39	Highly recommended.	7/20/2019 6:20 PM
40	The guys delivering were extremely nice and helpful. They were also really respectful of my home as well as the sofa delivered. Couldn't fault them.	7/20/2019 4:53 PM
41	always flexible, great service	7/17/2019 12:31 AM
42	From start to finish very good, professional service.	7/14/2019 3:03 PM
43	I would have liked for the staff to ensemble the media unit	7/14/2019 3:20 AM
44	Great staff, kept us informed, flexible and helpful	7/14/2019 12:27 AM
45	Excellent service totally recommended	7/13/2019 9:37 PM

## Ash Logistics Customer Satisfaction - Summer 2019

46	Please see note in relation to call from driver with ETA. On both occasions no call made. However drivers did arrive on both occasions within the delivery time slot.	7/13/2019 5:48 PM
47	Delighted with this very professional service	7/13/2019 5:32 PM
48	The team were ahead of schedule - I don't think this was their fault, they called 3 hours earlier than the slot to say they were 15 minutes away. This meant I had to leave the office early to meet them. They handled the situation well and altered their route doing two deliveries and then coming back to mine. Overall this was a good outcome and I would say is praise worthy of the delivery team. That said the scheduling, which I presume they were not responsible did cause the issue in the first place	7/10/2019 4:04 PM
49	Excellent.	7/8/2019 10:36 PM
50	impressed with every aspect of the delivery and if asked would recommend AL. Thank you for a job well done	7/8/2019 8:42 PM
51	They delivered in the end and that's all that really matters!	7/8/2019 7:07 PM
52	personable and professional staff; overall excellent	7/8/2019 6:00 PM
53	Many thanks for delivering our chest of drawers. The lads were very professional, polite and careful. They offered to unpack the item for us too which we really appreciated. They were a credit to the company. We would highly recommend the company.	7/8/2019 5:58 PM