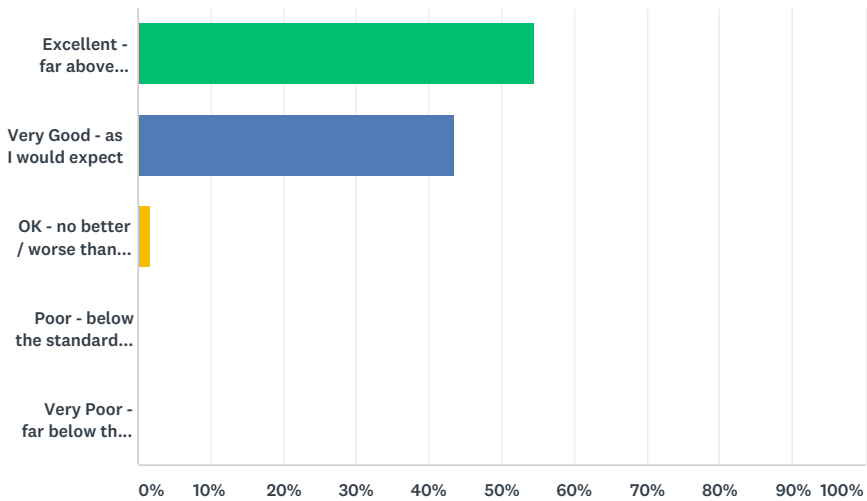


## Q1 How would you rate the quality of service from Ash Logistics office staff in arranging your delivery / collection?

Answered: 464 Skipped: 0



ANSWER CHOICES	RESPONSES
Excellent - far above expectations	54.53% 253
Very Good - as I would expect	43.53% 202
OK - no better / worse than other delivery companies	1.72% 8
Poor - below the standard expected	0.00% 0
Very Poor - far below the standard expected	0.00% 0
<b>TOTAL</b>	<b>464</b>

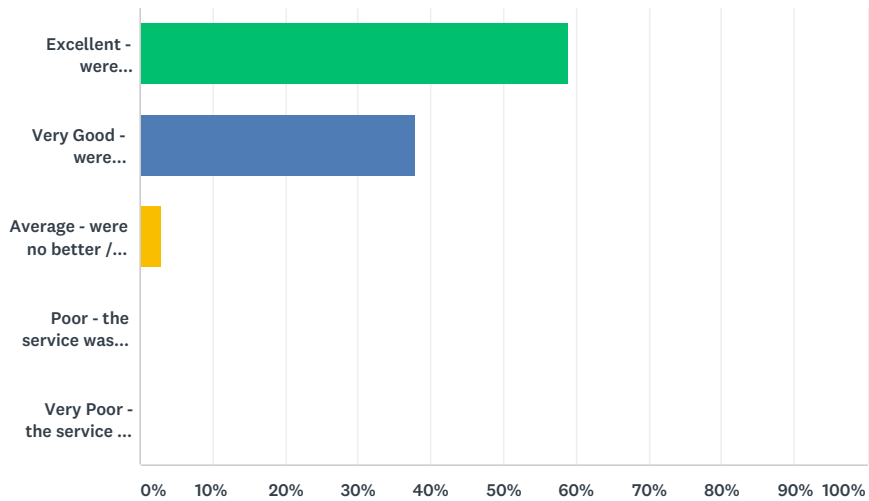
#	COMMENTS IF ANY	DATE
1	Great customer service and lovely helpful delivery guys.	12/2/2019 6:12 PM
2	Called 1/2 hour before arrival - perfect	12/2/2019 2:15 PM
3	friendly and efficient	12/2/2019 12:09 PM
4	Friendly team	12/2/2019 11:10 AM
5	Really friendly helpful driver + partner	12/2/2019 11:06 AM
6	Very efficient and friendly service. Driver was very nice with good customer care skills.	11/28/2019 7:11 PM
7	Lovely friendly delivery guys. Contacted me 30 mins before delivery too.	11/28/2019 3:19 PM
8	Lovely staff very helpful	11/28/2019 2:26 PM
9	Excellent communication throughout	11/28/2019 2:09 PM
10	Very good helpful delivery men	11/26/2019 1:54 PM
11	Fast and efficient	11/26/2019 1:31 PM
12	i would prefer a minimum of 30 minutes notice before a delivery arrives.	11/26/2019 12:43 PM
13	they phoned at 8am and delivered within half an hour	11/25/2019 10:16 AM
14	Good communication before and on day of delivery	11/23/2019 1:31 PM
15	Arrived on time , set up , took away packaging	11/21/2019 6:48 PM
16	So kind and helpful	11/20/2019 3:36 PM
17	Extremely helpful	11/20/2019 3:34 PM
18	Very polite and efficient plus informative	11/20/2019 1:46 PM
19	Really good system that provides the recipient some choice and control over dates	11/20/2019 1:07 PM
20	Very helpful	11/18/2019 10:15 AM
21	Called to confirm delivery date.	11/16/2019 8:17 AM
22	Open the box for me and put the furniture into place. Then took away the box	11/14/2019 7:33 PM
23	Good communication	11/14/2019 7:01 PM

## Ash Logistics Customer Satisfaction - Autumn 2019

24	Very easy and straightforward	11/14/2019 3:14 PM
25	Kept me updated	11/12/2019 5:31 PM
26	can't fault anything !!	11/12/2019 4:36 PM
27	The guy who called me was ace	11/12/2019 4:32 PM
28	Very quick and efficient	11/12/2019 1:06 PM
29	Offered to take out of box	11/11/2019 12:52 PM
30	Love the quality and attention to detail. Very stylish too!	11/11/2019 12:37 PM
31	They were very efficient	11/11/2019 12:28 PM
32	Kept me fully informed & offered to unpack & take away packaging. Professional & friendly. Highly recommended delivery firm, thank you	11/11/2019 11:49 AM
33	Good, polite, professional and timely communication	11/11/2019 11:27 AM
34	Very friendly, efficient and left my flat clean of any rubbish	11/9/2019 12:09 PM
35	They were able to rearrange my delivery to meet a date more suitable to me really easily, with excellent communications	11/6/2019 2:26 PM
36	Super helpful and polite	11/6/2019 10:50 AM
37	V flexible when I wanted to change date. V responsive	11/2/2019 12:24 PM
38	Nice guys, we were late and they waited	10/28/2019 11:26 PM
39	It's difficult as they were as I would expect but so often delivery really isn't that great so perhaps with that competition they exceed expectations. That said I found the delivery service fee quite a lot, so I would imagine to get very good service.	10/28/2019 8:55 PM
40	I liked the dedicated time slot and message/call	10/28/2019 8:36 PM
41	Really polite, helpful. Called before arrival and were on time.	10/28/2019 6:28 PM
42	Excellent communication	10/28/2019 6:01 PM
43	they were able to deliver before expected and rang to ask if this would be convenient which was great for me.	10/28/2019 5:33 PM
44	Very quick reply to confirmation email - much appreciated	10/11/2019 7:48 PM
45	Unable to choose own date if delivery date unsuitable - good service on actual delivery	10/11/2019 5:11 PM
46	Polite, well mannered engineers.	10/11/2019 7:54 AM
47	Friendly and helpful	10/10/2019 8:07 PM
48	Item arrived later than the given time slot, but I was kept up to date with progress.	10/10/2019 2:23 PM
49	Had several deliveries from Graham and Green through Ash Logistics and they have been great every time	10/9/2019 8:02 PM
50	Friendly, helpful customer service & delivery guys.	10/9/2019 3:32 PM
51	NA	10/9/2019 1:58 PM
52	Dave and Andri were great very helpful and professional	10/9/2019 12:53 PM
53	The response is very quick and polite	10/8/2019 6:34 AM
54	went above and beyond	10/5/2019 10:52 AM
55	Flexible and made contact at all times	10/5/2019 8:28 AM
56	Called to arrange a time, called to give one hour notice and get exact location.	10/4/2019 3:35 PM
57	You rearranged a time to suit me for delivery	10/4/2019 11:51 AM
58	I suggest online tracking (GPRS) system so customers know how far away your drivers are, as on this occasion there was traffic and they were 30mins late.	10/4/2019 11:42 AM

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

Answered: 462 Skipped: 2



ANSWER CHOICES	RESPONSES	
Excellent - were professional to a level that far exceeded my expectations	59.09%	273
Very Good - were professional to a level I expect	37.88%	175
Average - were no better / worse than other delivery companies	3.03%	14
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>462</b>

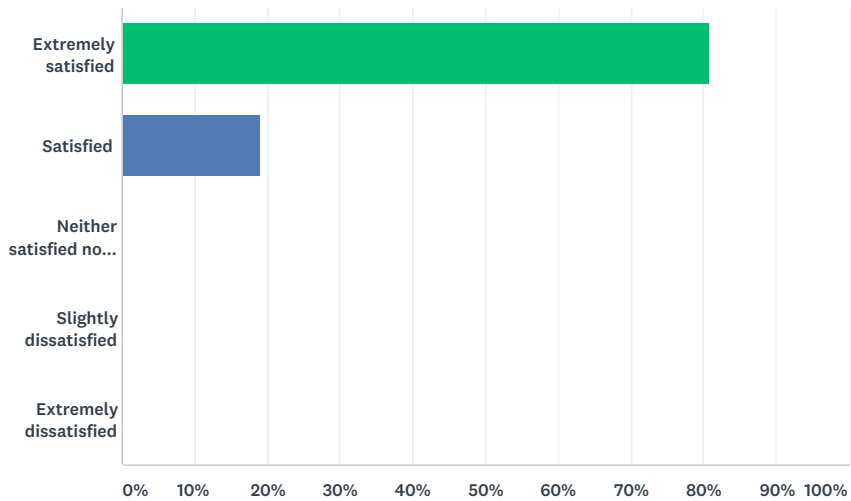
#	COMMENTS IF ANY	DATE
1	Great service, careful and caring abt the product and my house.	12/2/2019 6:12 PM
2	I wasn't in so they left it where I had asked.	12/2/2019 3:58 PM
3	Good friendly and helpful guys	12/2/2019 2:15 PM
4	Very polite, friendly and careful with goods	12/2/2019 12:09 PM
5	Really pleased that they opened our table for inspection - the first one was damaged so was really appreciated. Nice guys too	12/2/2019 11:18 AM
6	See above	11/28/2019 7:11 PM
7	On time, polite and took away packaging	11/28/2019 6:30 PM
8	Professional and personable	11/28/2019 4:42 PM
9	Really liked the fact that they took most of the packaging with them	11/28/2019 4:15 PM
10	Friendly & polite crew, great communications	11/28/2019 2:09 PM
11	They took their shoes off when they spotted my cream carpet without me even asking them to	11/27/2019 2:19 PM
12	friendly and very helpfull	11/25/2019 10:16 AM
13	Very courteous delivery men. Excellent service. Thank you.	11/23/2019 2:01 PM
14	Driver and assistant pleasant and helpful	11/23/2019 1:31 PM
15	very polite & helpful	11/20/2019 3:47 PM
16	Very helpful, professional and efficient.	11/20/2019 1:37 PM
17	Very helpful courteous - willing the listen	11/20/2019 1:07 PM
18	Very helpful guys, who kindly opened all the packages for me and removed the packaging.	11/19/2019 1:37 PM
19	Very friendly helpful delivery people	11/18/2019 10:15 AM
20	The 2 men who delivered our furniture were so lovely! We didnt expect them to take the furniture into our upstairs bedroom but they were more than happy to do this for us. The furniture was all unpacked outside and they placed each item upstairs exactly where we wanted it. Thank you.	11/17/2019 12:24 AM
21	Took packaging away with them.	11/16/2019 8:17 AM

## Ash Logistics Customer Satisfaction - Autumn 2019

22	Delivery guys were lovely and very professional	11/14/2019 7:01 PM
23	They were brilliant they unboxed my furniture and took boxes	11/14/2019 4:14 PM
24	Lads were excellent. House wasn't on their sat nav but after a quick phone call and some directions they made it no bother. Very careful with my items and put them right where I wanted.	11/14/2019 3:14 PM
25	Very friendly	11/14/2019 10:58 AM
26	The guys were so helpful, waiting while I checked the goods and taking some of the packaging away with them.	11/12/2019 7:46 PM
27	The guys were very helpful and dealt ith all aspects of the delivery efficiently and with good humour.	11/12/2019 6:55 PM
28	Nice people	11/12/2019 5:31 PM
29	vacuumed after unpacking without being asked	11/12/2019 1:06 PM
30	Excellent service! Thank you so much!	11/11/2019 12:37 PM
31	I appreciate that the delivery crew removed the packaging for me, they were quick and professional.	11/11/2019 11:51 AM
32	very polite and courteous	11/11/2019 11:36 AM
33	Friendly, very helpful and professional	11/11/2019 11:34 AM
34	My wife and son were on there own they didn't let them lift a finger. great!!	11/11/2019 11:29 AM
35	Really friendly and professional. Wish they did ALL my deliveries.	11/11/2019 11:27 AM
36	Friendly efficient. Care taken for my carpets	11/6/2019 11:18 AM
37	I received a phone call rather than a text message to advise time of delivery, which made the service seem more personal. The delivery crew were very pleasant, polite and helpful.	11/6/2019 10:55 AM
38	Very pleasant and proficient	10/29/2019 8:30 PM
39	2 lovely guys unpacked and took to my room of choice because my husband was away and draws were to heavy fir me!!	10/29/2019 2:12 AM
40	The delivery was a little later than I'd been advised but the delivery men kept in touch with the new timescales. They were both pleasant and professional despit it being the end of a very long day and rotten wet weather.	10/28/2019 10:15 PM
41	I didnt order super heavy furniture or awkward but they were very good.	10/28/2019 8:55 PM
42	Carried the item up the stairs and into flat	10/28/2019 8:36 PM
43	Helped load it into my storage	10/28/2019 8:07 PM
44	The crew member was punctual, friendly and very professional, thank you.	10/28/2019 7:23 PM
45	Had to ask about taking furniture up of box but they did do it.	10/28/2019 6:21 PM
46	Very pleasant and friendly	10/28/2019 5:49 PM
47	Positive and energetic	10/28/2019 5:38 PM
48	Very friendly and professional	10/28/2019 5:33 PM
49	Offered to wear overshoes, placed sideboard where I needed it	10/11/2019 7:48 PM
50	Very helpful staff	10/10/2019 6:56 PM
51	Delivered parcels with care into my home.	10/10/2019 2:23 PM
52	Very friendly, courteous and obliging.	10/10/2019 8:51 AM
53	Very friendly chaps	10/9/2019 6:17 PM
54	Helpful, professional & friendly	10/9/2019 3:32 PM
55	Very accommodating in all respects. Delivery men very polite and took care when delivering my chair. Absolutely no complaints and first class service.	10/9/2019 12:54 PM
56	The first chair had a mark on it, the driver was very understanding and helpful, he immediately took the chair away and even suggested I take photos on my iPhone to email to the supplier.	10/4/2019 11:43 AM

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

Answered: 463 Skipped: 1



ANSWER CHOICES	RESPONSES
Extremely satisfied	80.78% 374
Satisfied	19.01% 88
Neither satisfied nor dissatisfied	0.22% 1
Slightly dissatisfied	0.00% 0
Extremely dissatisfied	0.00% 0
<b>TOTAL</b>	<b>463</b>

#	COMMENTS IF ANY	DATE
1	Thank you for the lovely furniture and excellent service from beginning to end.	12/2/2019 6:12 PM
2	Very polite, quick and courteous. I was very impressed.	12/2/2019 1:11 PM
3	Good communication friendly delivery service	12/2/2019 12:58 PM
4	Would highly recommend	12/2/2019 12:09 PM
5	Excellent communication and service.	12/2/2019 11:10 AM
6	best delivery service of 10 last week unwrapped packing and took away and were courteous and helpful congrats on how a delivery service should be	11/29/2019 11:09 AM
7	An excellent experience from start to finish	11/28/2019 2:09 PM
8	Very pleasant	11/23/2019 8:16 PM
9	Great service	11/23/2019 1:31 PM
10	This company is very excellent - very different from anything i've experienced before. A real Rolls Royce service. Thank you	11/22/2019 2:43 PM
11	Very heavy packages, can't have been easy for them	11/18/2019 10:15 AM
12	Some small damage but likely due to packing not handling	11/17/2019 10:40 AM
13	Polite, prompt service all round. Thank you	11/16/2019 8:17 AM
14	Great all round, thanks guys!!	11/14/2019 7:01 PM
15	Thankyou for keeping Me updated and being on time.	11/14/2019 6:54 PM
16	Again, great lads. Can't commend them enough!	11/14/2019 3:14 PM
17	Very happy with service	11/12/2019 5:31 PM
18	Very god	11/12/2019 1:06 PM
19	lovely delivery. drivers couldnt have been more helpful	11/11/2019 5:11 PM
20	The delivery drivers allowed me to inspect the furniture before accepting the delivery. There was a chip and a stain to the surface of the chest of drawers. I was grateful for their patience and understanding.	11/11/2019 1:07 PM
21	I'd love another!	11/11/2019 12:37 PM

## Ash Logistics Customer Satisfaction - Autumn 2019

22	appreciated being kept up to date with when the delivery would happen etc	11/11/2019 11:36 AM
23	Thank you so much to your delivery staff.	11/11/2019 11:27 AM
24	Very pleased with the delivery, very efficient and very nice - a very professional delivery by both employees. Very pleased indeed. Thank you very much	11/11/2019 11:23 AM
25	Very efficient	11/9/2019 12:09 PM
26	Good communication rang on the way and kept me informed	11/6/2019 10:50 AM
27	Polite, punctual and communication very good	11/6/2019 10:42 AM
28	Best experience I've had in terms of speed, flex and chirpiness	11/2/2019 12:24 PM
29	Reliable, good communication and friendly delivery people, thanks.	10/31/2019 10:27 PM
30	Thanks very much.	10/29/2019 2:12 AM
31	Thanks for my delivery and the helpful customer service from start to end!	10/28/2019 7:23 PM
32	Very pleasant staff	10/28/2019 5:48 PM
33	Wonderful service. Friendly delivery team. Very helpful.	10/28/2019 5:33 PM
34	Very pleased - thank you, great service	10/11/2019 7:48 PM
35	No complaints	10/11/2019 7:54 AM
36	Best delivery people I've come across!	10/10/2019 4:31 PM
37	Fragile items. All safely delivered.	10/10/2019 2:23 PM
38	My only regret is that the chair was faulty and had to be returned	10/10/2019 8:51 AM
39	Amazing service booking the slot - always great at coming up with solutions if I can't make a suggested slot and great communication. Guys who deliver are always very efficient, friendly and professional.	10/9/2019 8:02 PM
40	Excellent customer service - helpful when I called to rearrange my delivery and fantastic delivery, professional service throughout. Thankyou	10/9/2019 6:27 PM
41	Only given at 10 min warning of arrival vs the hour slot mentioned in the email	10/9/2019 2:04 PM
42	really professional	10/5/2019 10:52 AM
43	I was advised that I would get a call approx an hour before delivery, I didn't receive such a call. Whilst not a problem it would have saved me sitting around waiting for two hours! Delivery guys were very good though	10/4/2019 1:13 PM
44	1 hour pre delivery call, as promised. Excellent and friendly staff members. Thank you	10/4/2019 1:08 PM
45	Efficient and first class communication to arrange convenient delivery dates	10/4/2019 11:43 AM