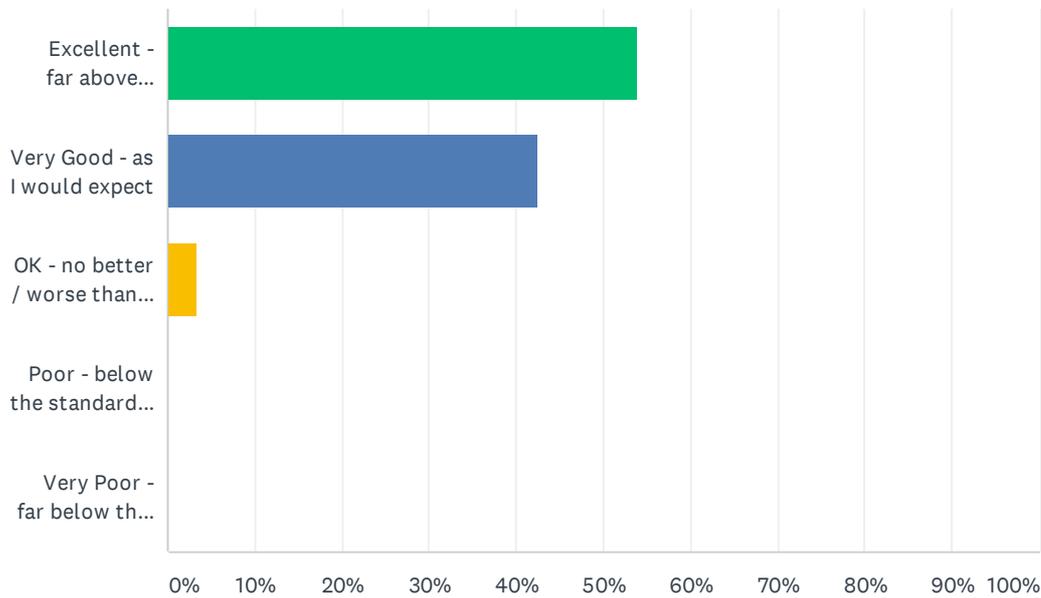


## Q1 How would you rate the quality of service from Ash Logistics office staff in arranging your delivery / collection?

Answered: 626 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent - far above expectations	53.99%	338
Very Good - as I would expect	42.49%	266
OK - no better / worse than other delivery companies	3.35%	21
Poor - below the standard expected	0.00%	0
Very Poor - far below the standard expected	0.00%	0
<b>TOTAL</b>		<b>626</b>

## Ash Logistics Customer Satisfaction - Winter 2019

#	COMMENTS IF ANY	DATE
1	I missed the original delivery date because email notification was sent to the wrong email address. It took a further three weeks to organise delivery.	2/29/2020 12:09 PM
2	Service was off the charts in arranging a complex delivery	2/29/2020 9:09 AM
3	Helped deal with problems with delivery	2/28/2020 4:57 PM
4	Very nice staff	2/28/2020 4:18 PM
5	Went above and beyond in meeting my desired day	2/28/2020 3:13 PM
6	Were able to amend the original delivery date to one that was convenient for me with no hassle.	2/28/2020 3:08 PM
7	Friendly helpful staff	2/28/2020 3:08 PM
8	They unpacked all of the chairs from the boxes and	2/22/2020 6:48 PM
9	Last minutes request for an alternative delivery address	2/22/2020 3:53 PM
10	Efficient	2/9/2020 10:44 AM
11	Kept informed of delivery.	2/8/2020 9:39 PM
12	Great that they went out of their way to reschedule deliver and change address.	2/8/2020 9:35 PM
13	Quick. Efficient and good communication	2/8/2020 7:14 PM
14	Answered the phone very quickly. Polite and helpful.	2/8/2020 6:36 PM
15	Phoned to notify eta - polite efficient staff	2/8/2020 6:32 PM
16	Staff were very polite and professional answering all my questions	2/8/2020 5:53 PM
17	I it is very good as I am not at home and the reception received it.	2/8/2020 5:30 PM
18	Very pleasant teams do accommodating of my limited time slots	2/8/2020 5:17 PM
19	2 lovely friendly lads who unpacked and took away all the packaging leaving no mess whatsoever	2/8/2020 5:11 PM
20	Goods arrived on time .	2/8/2020 4:50 PM
21	The delivery service was brilliant. I changed the delivery address the day I had to confirm my delivery slot and they were really helpful coordinating with the retailer and there were no issues or delays to the delivery of my order. Communication was quick and reliable too!	2/8/2020 4:46 PM
22	The staff were very helpful	2/5/2020 4:38 PM
23	Wish there was an option to pick a delivery day	2/5/2020 2:32 PM
24	v. clear and simple	2/5/2020 2:13 PM
25	Super efficient and great comms. We were hugely impressed.	2/5/2020 1:50 PM
26	very efficient - great communication	1/23/2020 10:26 PM
27	Good date/time options	1/23/2020 5:24 PM
28	Only had email correspondence so can't really comment on this	1/23/2020 4:15 PM
29	Perfect	1/23/2020 1:16 PM
30	Cheerful and helpfully delivered. Call an hour before was invaluable. Great service.	1/23/2020 1:10 PM
31	Always excellent service	1/23/2020 12:58 PM
32	Pointed out issues with the furniture being delivered which we wouldn't have noticed/understood- v grateful!	1/23/2020 12:35 PM
33	I had to chase for a delivery date, once agreed all was good	1/23/2020 12:20 PM
34	Everything worked perfectly and staff were really friendly when I phoned with a query.	1/23/2020 12:11 PM
35	The main chap was lovely	1/16/2020 2:04 PM
36	A text to confirm arrival times would make this excellent	1/16/2020 8:14 AM
37	none other than alt options asap if initial delivery date doesn't work	1/15/2020 6:38 PM

## Ash Logistics Customer Satisfaction - Winter 2019

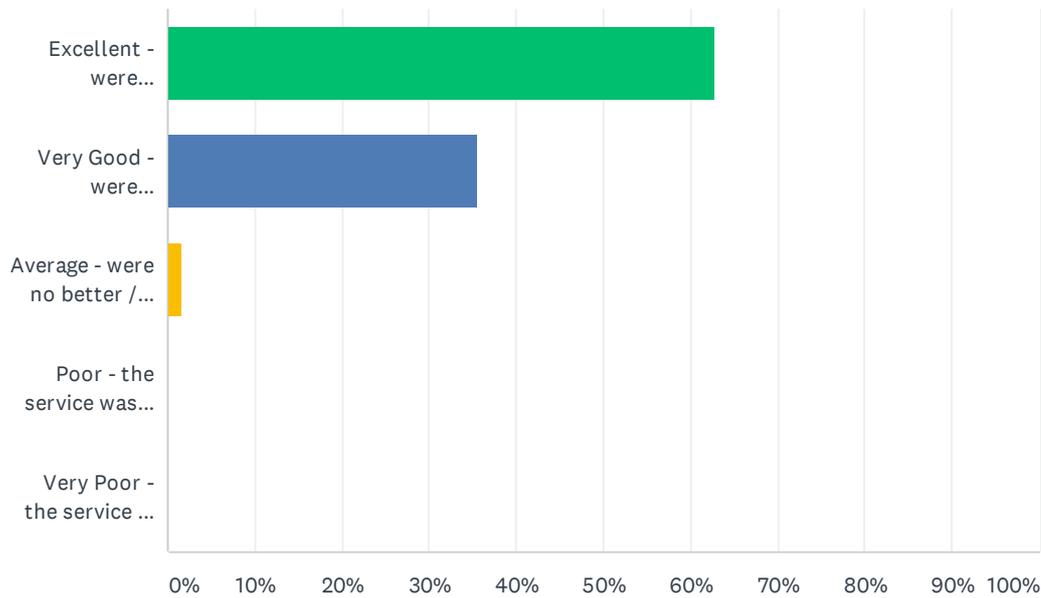
38	A bit different using email , seems more personal	1/15/2020 6:17 PM
39	Could have offered to unpack as the option was on the form but they did not let me know until they were leaving	1/15/2020 1:40 PM
40	Clear email instructions and great communication from delivery men.	1/15/2020 1:12 PM
41	I was called 30 mins before delivery to let me know when they would be coming, they took all the packaging away for me, great service	1/15/2020 11:30 AM
42	The communication, timing and delivery were excellent	1/15/2020 11:24 AM
43	Fast friendly efficient	1/15/2020 10:58 AM
44	I like the fact that I received regular updates relating to my delivery via email.	1/15/2020 10:29 AM
45	Very nice and helpful team of guys	12/25/2019 1:17 AM
46	Friendly Efficient	12/23/2019 7:32 PM
47	Rate this company highly	12/23/2019 6:05 PM
48	The staff were very quick to respond and arranged delivery faster than expected	12/23/2019 1:49 PM
49	very efficient and user friendly	12/23/2019 9:52 AM
50	Contacted in advance and arrived at expected time	12/22/2019 4:31 PM
51	Unfortunately they were given the wrong email address by company however once realised fantastic!	12/20/2019 10:48 AM
52	Great to have the delivery guys remove the packaging and take it with them as well as place the table in the lounge for me	12/18/2019 3:39 PM
53	Very accommodating	12/18/2019 8:38 AM
54	Prompt and reliable service!	12/17/2019 5:18 PM
55	Rang before hand to check postcode as new build estate and followed directions fine	12/17/2019 4:59 PM
56	Fantastic service, collated three orders for us and delivered all together	12/17/2019 3:08 PM
57	Friendly delivery team who asked where I wanted it placed and if I needed it unpacked.	12/17/2019 1:49 PM
58	really nice communication, friendly and quick to respond.	12/17/2019 1:36 PM
59	Driver was really helpful, cheerful and a credit to you.	12/17/2019 1:34 PM
60	Very helpful guys	12/17/2019 1:14 PM
61	Loved the email prior to the date to confirm that the time was acceptable. The drivers were late but this was out of their control - fatality on the road. I would just say it would have been helpful to get a call earlier in the day with a revised estimation of arrival	12/17/2019 1:09 PM
62	A little slow to get back to me with a new date after me rejecting the first - but still pretty good	12/14/2019 9:21 AM
63	Would be useful to tell customers up front how often you visit there area	12/13/2019 6:21 PM
64	Kept us up to date with delivery info.	12/13/2019 4:48 PM
65	1st Class	12/13/2019 4:17 PM
66	Really nice delivery men	12/13/2019 2:48 PM
67	Very accommodating!	12/13/2019 2:30 PM
68	Communication by e mail	12/13/2019 2:28 PM
69	Very clear from the start and responded very quickly if we had queries or wanted to change dates	12/10/2019 11:15 PM
70	Earlier that day I had taken a delivery from sofa workshop. Rather off hand, verging on sullen. The contrast couldn't have been starker.	12/10/2019 11:00 PM
71	The supplier had confused the delivery arrangements and dates were changed. However the logistics company helped to deliver in a more timely fashion and understood the demanding timescales I was under by my client	12/10/2019 10:28 PM
72	I was assisted in getting a day that was suitable for me. This was a massive help because of	12/10/2019 7:23 PM

## Ash Logistics Customer Satisfaction - Winter 2019

	work commitments.	
73	The delivery guys were brilliant, very helpful and friendly	12/10/2019 7:21 PM
74	Super helpful	12/10/2019 7:18 PM
75	Excellent communication	12/10/2019 7:04 PM
76	Really needed the packaging left as it's a Xmas gift and a large gift which I'm heading south with and now don't have a box. I've contacted the company for suggestions as I really want the gift in a nice box.	12/10/2019 6:42 PM
77	Very helpful and polite.	12/10/2019 6:42 PM
78	Early drop off very polite	12/10/2019 6:37 PM
79	they unpacked and took away the packaging. Wow!	12/10/2019 6:32 PM
80	Very Efficient and professional	12/10/2019 6:16 PM
81	Very nice of them to unpack and carry a heavy unit	12/6/2019 10:10 AM
82	Good communication by email	12/5/2019 6:28 PM
83	Carried the console table all the way into the living room and took away all the packaging	12/5/2019 6:22 PM

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

Answered: 623 Skipped: 3



ANSWER CHOICES	RESPONSES	
Excellent - were professional to a level that far exceeded my expectations	62.76%	391
Very Good - were professional to a level I expect	35.47%	221
Average - were no better / worse than other delivery companies	1.77%	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>623</b>

## Ash Logistics Customer Satisfaction - Winter 2019

#	COMMENTS IF ANY	DATE
1	Great, they had shoe-covers an good manners	2/29/2020 4:36 PM
2	So polite and grateful I'd taken the door off	2/28/2020 9:55 PM
3	They were very good but I was told at first that the sofa wouldn't fit, without them trying. I had specifically had it measured by a carpenter so I knew it would fit. And it did. It was a good job I insisted he tried to get it in and it was fine. It fitted.	2/28/2020 8:01 PM
4	Delightful delivery guys who could not have been more charming about the four flights of stairs!!	2/28/2020 7:02 PM
5	They were incredibly helpful and creative getting a large sofa in an unusual space	2/28/2020 3:39 PM
6	Brilliant service, approach a tricky delivery with superb logic and planning.	2/28/2020 3:13 PM
7	Happy to move furniture, took care happy disposition	2/28/2020 3:08 PM
8	very nice felt very comfortable with them	2/28/2020 3:02 PM
9	A large wardrobe which took some "getting in" - the two delivery guys went beyond the call of duty!	2/28/2020 2:56 PM
10	took away everything, so we didn't have to	2/22/2020 6:48 PM
11	Very friendly chaps	2/12/2020 8:11 PM
12	The crew were just lovely and very professional	2/11/2020 5:39 PM
13	they unpacked my parcel and took away all the packaging which was a great help.	2/10/2020 8:33 AM
14	Helpful	2/9/2020 10:44 AM
15	Offered to place the item anywhere. Were friendly.	2/8/2020 9:39 PM
16	Excellent	2/8/2020 7:14 PM
17	Perfect - quick and courteous. So straightforward	2/8/2020 6:32 PM
18	Crew again very polite. Rang with a delivery time which was spot on.	2/8/2020 5:53 PM
19	I it is very good as I am not at home and the reception received it.	2/8/2020 5:30 PM
20	Very pleasant, called me in advance, efficient and friendly	2/8/2020 5:17 PM
21	very professional	2/8/2020 5:07 PM
22	All good will use again.	2/8/2020 4:50 PM
23	Very helpful chaps from Rotherham	2/5/2020 6:49 PM
24	The guys were great and took away all packaging	2/5/2020 4:38 PM
25	Friendly, fast and knew what they were doing.	2/5/2020 4:05 PM
26	The delivery men were excellent	2/5/2020 2:31 PM
27	helpful offered to take packaging	2/5/2020 2:13 PM
28	Appreciated the packaging being taken away	2/5/2020 1:48 PM
29	Two pleasant and helpful gentlemen.	1/24/2020 7:18 PM
30	really friendly and helpful	1/23/2020 10:26 PM
31	very helpful and polite	1/23/2020 8:22 PM
32	Telephoned in advance to let me know a more accurate delivery time.	1/23/2020 4:21 PM
33	Were happy to deliver item to upstairs and they took shoes off which I was pleased about	1/23/2020 4:15 PM
34	Brilliant guy very helpful took rubbish away ! Doesn't get much better	1/23/2020 1:16 PM
35	very friendly,very helpful men	1/23/2020 12:56 PM
36	very polite and hardworking guys	1/23/2020 12:32 PM
37	great team, called me in advance, unpacked the items made sure they were perfect, took all rubbish away. Chatted with us and smiled!	1/23/2020 12:20 PM

## Ash Logistics Customer Satisfaction - Winter 2019

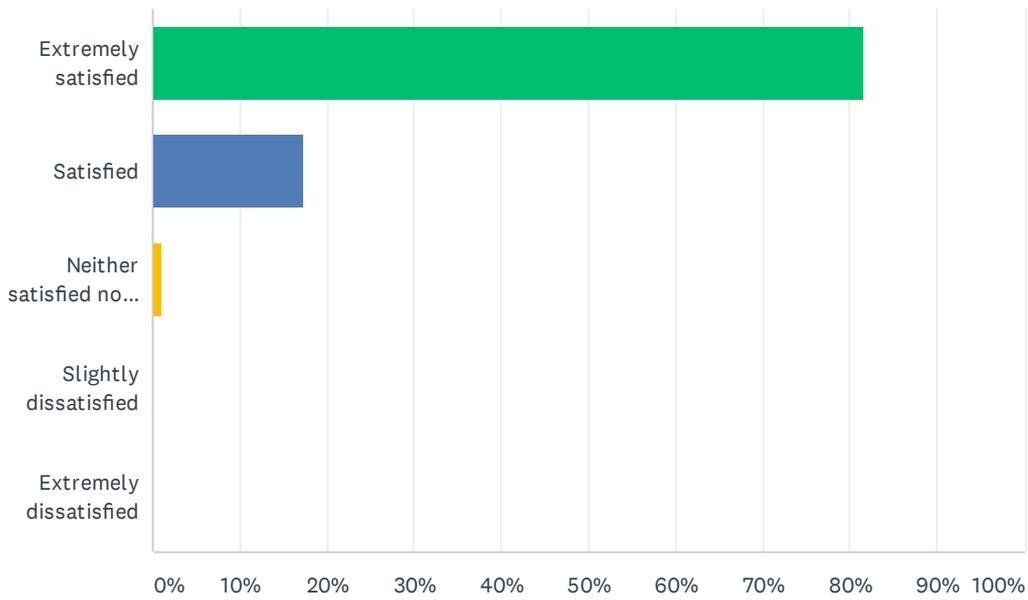
38	My wife was here and said they were excellent. Helpful and friendly.	1/23/2020 12:11 PM
39	Very courteous and helpful in unboxing etc	1/17/2020 10:13 AM
40	Friendly and professional	1/16/2020 9:11 AM
41	Really helpful in opening up the packaging and confirming state of good.	1/15/2020 6:29 PM
42	Placed the item where we wanted it and removed waste	1/15/2020 6:17 PM
43	offered to take away packaging for us	1/15/2020 2:13 PM
44	Great service but delivery men could have been a little friendlier but overall very happy.	1/15/2020 1:55 PM
45	Charming polite and on time.	1/15/2020 1:12 PM
46	Exceptionally polite and helpful.	1/15/2020 12:01 PM
47	Staff were superb	1/15/2020 11:24 AM
48	The lads were great, a credit to your company.	1/15/2020 10:29 AM
49	The two gentlemen who delivered my goods were extremely polite and very professional, even taking their shoes off at the door. I told them not to worry but they insisted they take them off; something of a rarity these days.	1/15/2020 10:29 AM
50	Extremely helpful	1/15/2020 10:29 AM
51	As above	12/23/2019 7:32 PM
52	They were lovely. Friendly and polite and cheerful	12/23/2019 1:49 PM
53	I expected a telephone call around an hour before the delivery arrived but actually got 5minutes notice (8am) when I was still in bed	12/23/2019 1:20 PM
54	Nice friendly courteous professional delivery men.	12/23/2019 9:52 AM
55	Very helpful that drivers called with update of delivery time on the day. Drivers had to be reminded to remove and dispose of packaging but then did so willingly	12/18/2019 6:16 AM
56	Very friendly and helpful	12/17/2019 11:27 PM
57	Polite and took boots off when entering house etc.	12/17/2019 4:59 PM
58	Both times both teams excellent	12/17/2019 3:08 PM
59	Really friendly and helpful, kept you updated regarding estimated delivery times	12/17/2019 3:08 PM
60	Both drivers were great ambassadors for your company	12/17/2019 2:51 PM
61	Really good team who delivered. Excellent communication (called me on their progress), were professional, courteous, and removed all packaging and took it away with them.	12/17/2019 2:14 PM
62	Friendly, professional AND they took away all the rubbish. They also called approximately 30 min prior to arriving too!	12/17/2019 1:49 PM
63	careful of their surroundings and tidy / polite	12/17/2019 1:36 PM
64	Didn't offer to unpack, has to be asked. And then didn't really unpack fully	12/17/2019 1:25 PM
65	The two crew members were super helpful, polite and friendly. Wore shoe covers in the house etc. Very impressed with their demeanor	12/17/2019 1:09 PM
66	Absolutely fantastic service, the delivery crew were very helpful. They are a credit to the company.	12/17/2019 10:04 AM
67	I felt a bit rushed - not their fault but they have such a tight schedule. I had ordered a lot of stuff and needed to unpack it all and see if I liked it before they left so they could take it back. I kept some stuff I probably wouldn't have just because there wasn't time to think. John is amazing and kept reassuring me I had time and he couldn't have been more helpful. Perhaps allocate more time for big delivery amounts.	12/14/2019 9:21 AM
68	Truly brilliant - friendly, helpful and chatty.	12/13/2019 7:53 PM
69	they were cheery and friendly	12/13/2019 6:21 PM
70	Really polite and helpful	12/13/2019 4:48 PM
71	Amazing guys	12/13/2019 3:21 PM

## Ash Logistics Customer Satisfaction - Winter 2019

72	I called yesterday to say how absolutely lovely your chaps were exceptional service	12/13/2019 2:28 PM
73	the two Welshmen were excelleny	12/11/2019 8:10 PM
74	Very friendly and helpful	12/11/2019 8:08 AM
75	They rang us an hour in advance and arrived when they said	12/10/2019 11:15 PM
76	They delivered very early in the morning at 7.30 and had to carry the items up two flights of stairs. It was challenging as the items were very heavy but they did so without complaint, assembled the furniture and took all packaging away	12/10/2019 10:28 PM
77	Friendly service. Call when they were on their way with an arrival time. Help unpacking. Took the boxes away. Much better than other couriers. It encouraged me to buy from Atkin and Thyme 3 times!	12/10/2019 8:05 PM
78	Delivery men were chatty and very pleasant	12/10/2019 7:15 PM
79	Charming delivery men and very helpful	12/10/2019 7:04 PM
80	My lane was rammed with cars that day and the team carried my chair 300 metres to make the delivery. Fabulous service.	12/10/2019 6:59 PM
81	Would have been very happy if the box had not been taken left me in a difficult position. It's a expensive drinks trolley and now no packaging.	12/10/2019 6:42 PM
82	Excellent again. So helpful and went above and beyond	12/10/2019 6:42 PM
83	A above and very pleasant	12/10/2019 6:32 PM
84	Extremely nice delivery guys even attached the legs to the dresser I purchased!	12/10/2019 6:31 PM

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

Answered: 625 Skipped: 1



ANSWER CHOICES	RESPONSES	
Extremely satisfied	81.60%	510
Satisfied	17.28%	108
Neither satisfied nor dissatisfied	1.12%	7
Slightly dissatisfied	0.00%	0
Extremely dissatisfied	0.00%	0
<b>TOTAL</b>		<b>625</b>

## Ash Logistics Customer Satisfaction - Winter 2019

#	COMMENTS IF ANY	DATE
1	Great to get the phone call to confirm arrival time	3/2/2020 5:08 PM
2	It would be nice to get a mobile text for agreeing the delivery date. I received e-mails but didn't read them at first. Luckily I made it in time before deadline to confirm the date is okay with me. (If you do have this, there might have been an issue as Rose & Grey asked for my mobile number a week before)	2/29/2020 4:36 PM
3	Fantastic!!	2/29/2020 9:09 AM
4	Fab delivery men!	2/28/2020 9:55 PM
5	You've delivered a few things to me now and also friendly helpful drivers who phone ahead and arrive when they say they will.	2/28/2020 5:58 PM
6	Very helpful delivery crew. Good humoured and efficient.	2/28/2020 3:52 PM
7	Exemplary service, left a review on google. Hope your team are used by more companies in future!	2/28/2020 3:13 PM
8	We had a mattress delivered. It would have been better/more seamless if you offered a collection service too for our old mattress like other companies	2/28/2020 3:06 PM
9	putting feet on the sofa would have given maximum marks.	2/26/2020 6:16 AM
10	I made a request for the first delivery, with a change of number and time but this was not communicated to the drivers. For the second attempt, the instructions were followed and safe delivery of item. Thanks.	2/23/2020 4:15 PM
11	deal with the boxes & packaging - marvellous!	2/22/2020 6:48 PM
12	I received a good service	2/10/2020 8:33 AM
13	Great service start to finish; very accommodating & helpful	2/9/2020 5:04 PM
14	Convenient,efficient and organised	2/9/2020 10:44 AM
15	Friendly and courteous guys. Professional.	2/8/2020 9:39 PM
16	Slight chips in the product I bought!	2/8/2020 7:02 PM
17	Very good indeed	2/8/2020 6:32 PM
18	Great delivery crew but the time taken from ordering/ you receiving the item to actual delivery is far too long compared with other delivery companies	2/8/2020 6:26 PM
19	10/10 would definitely use again.	2/8/2020 5:53 PM
20	I it is very good as I am not at home and the reception received it.	2/8/2020 5:30 PM
21	Nothing negative to say at all	2/8/2020 5:17 PM
22	Delivered on time and telephoned half hour before to let me know they were on their way	2/8/2020 5:11 PM
23	will definitely use again	2/8/2020 5:07 PM
24	Thank you for your service.	2/8/2020 4:50 PM
25	Very professional and reliable service	2/8/2020 4:46 PM
26	No complaints from us thanks	2/5/2020 4:38 PM
27	It would have been helpful to have been asked to check the goods before signing as I found a scratch on the arm after they had gone.	2/5/2020 1:48 PM
28	delivery crew were great	1/23/2020 8:22 PM
29	Very good service, was recommended by my daughter in law. I had seen the products so was confident about ordering.	1/23/2020 7:31 PM
30	Great that they take away packaging	1/23/2020 5:24 PM
31	Better than others I have encountered. Top notch, hard to improve upon.	1/23/2020 1:10 PM
32	Will certainly use you again.	1/23/2020 12:11 PM
33	A surprisingly good service that enhanced the overall experience of the item we purchased. Thanks.	1/17/2020 10:13 AM

## Ash Logistics Customer Satisfaction - Winter 2019

34	Glad that they took away the packaging materials	1/16/2020 9:11 AM
35	Very helpful, best delivery service we have encountered (among many!)	1/15/2020 7:25 PM
36	Both delivery man were very professional and helpful- excellent service thank you!	1/15/2020 5:32 PM
37	If only every delivery service was this good	1/15/2020 11:24 AM
38	Overall, my experience was fantastic from start to finish and thank you so much.	1/15/2020 10:29 AM
39	Perfect service	1/15/2020 10:29 AM
40	Many thanks and the compliments of the season to all.	12/27/2019 10:57 AM
41	Would've been better if product was more carefully packaged. Could have easily been damaged. Luckily it wasn't	12/23/2019 1:30 PM
42	The 2 man delivery team were very polite and helpful, taking time to unwrap everything and check the furniture with me.	12/23/2019 1:20 PM
43	Very helpful thank you	12/18/2019 6:16 AM
44	Polite helpful delivery men	12/17/2019 8:52 PM
45	I thought 5 days from instruction to contact was a bit long	12/17/2019 5:35 PM
46	Would recommend	12/17/2019 4:59 PM
47	Reliable service. Only gripe is with Soho House for charging such a high amount for both delivery and then again for returns.	12/17/2019 1:54 PM
48	Thanks! This was the best delivery service I've experienced in a very long time!	12/17/2019 1:49 PM
49	wish they delivered all my shopping!!	12/17/2019 1:36 PM
50	Thanks!	12/13/2019 6:21 PM
51	Could be a no contact kind of service but has a personal, helpful touch to it. Thank you.	12/13/2019 2:30 PM
52	Great and helpful getting the product into our flat	12/10/2019 11:15 PM
53	Im impressed with how polite and helpful all of the drivers have been	12/10/2019 9:39 PM
54	Really nice young man at 7am! No prior call to say they were 20 minutes away (as advised would happen) as young chap said they are not allowed to call before 7am - so a bit of a daft thing to advertise as happening really. Other than that - all good	12/10/2019 9:39 PM
55	Thank you !! Bit expensive but worth it ! X	12/10/2019 7:48 PM
56	The box was very damaged, though the contents were ok, this could have been how you collected it from RSG, it was also upside down in the box, with the fragile sticker placed on the wrong end.	12/10/2019 7:23 PM
57	When I arrived at work on Monday, after receiving my deliver on Saturday, I made a call to Atkin and Thyme and expressed my gratitude and satisfaction at how smoothly my sale went from point of sale to point of delivery. I would be very happy to place any future order knowing Ash Logistics were delivering. By far, the best delivery company I have experienced.	12/10/2019 7:23 PM
58	The delivery crew called in good time to let me know time of arrival which was very helpful to ensure someone was at home to receive the goods. From start to finish in arranging the delivery date to delivery, I was very impressed with the service. Thank you	12/10/2019 7:13 PM
59	Just too expensive. £30 to leave a mirror in a shed .	12/10/2019 7:05 PM
60	Best delivery service I have had	12/10/2019 7:04 PM
61	The guys took off their shoes without my asking. Much appreciated	12/10/2019 6:59 PM
62	Would definitely use again.	12/10/2019 6:31 PM