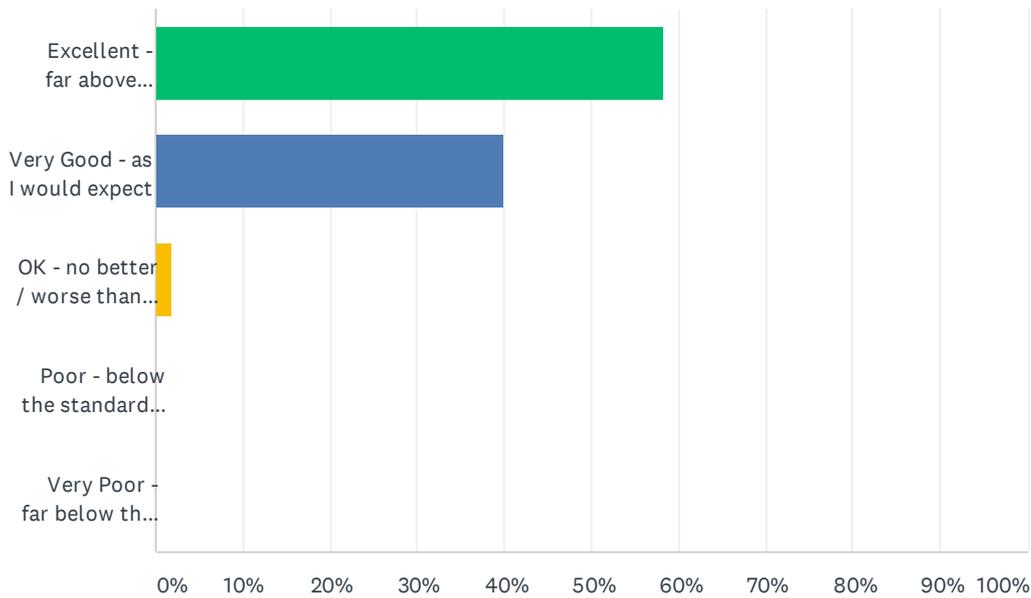


Q1 How would you rate the quality of service from Ash Logistics office staff in arranging your delivery / collection?

Answered: 1,268 Skipped: 2



ANSWER CHOICES	RESPONSES	
Excellent - far above expectations	58.28%	739
Very Good - as I would expect	39.91%	506
OK - no better / worse than other delivery companies	1.81%	23
Poor - below the standard expected	0.00%	0
Very Poor - far below the standard expected	0.00%	0
TOTAL		1,268

Ash Logistics Customer Satisfaction - Autumn 2020

#	COMMENTS IF ANY	DATE
1	First class service & prompt delivery	11/21/2020 8:34 PM
2	emailed to arrange delivery, had confirmation not long after	11/21/2020 6:11 PM
3	Kept me informed every step.	11/21/2020 4:59 PM
4	Great service, kept well informed of expected delivery and timeous response to emails.	11/21/2020 3:53 PM
5	On time and good communication	11/21/2020 3:35 PM
6	Lovely friendly delivery men. Very good service.	11/21/2020 3:25 PM
7	Just some toing and froing over delivery slot	11/21/2020 9:11 AM
8	I misread delivery time and was not in to accept delivery. With no other options I suggested driver leave boxes in driveway at side of house. I then received a text showing he'd managed to open the bolted back gate and had left the furniture in my garden out of sight of the road. Hd sent me a text and photo. Hugely appreciated!	11/20/2020 9:14 PM
9	Friendly and on time	11/20/2020 6:36 PM
10	First class	11/20/2020 6:10 PM
11	Very helpful and polite	11/20/2020 5:37 PM
12	I liked that you chased me over email for me to reply that the slot was okay!	11/20/2020 9:01 AM
13	Gave me a delivery date really quickly very professional and on the ball	11/19/2020 7:39 PM
14	Really friendly and very helpful	11/19/2020 5:42 PM
15	Delivery was spot on bang on time delivery staff attitude and helpfulness impecable	11/19/2020 5:34 PM
16	These two delivery guys were the best I have ever known. They far exceeded my expectations. Superb.	11/19/2020 5:31 PM
17	Great service...lovely friendly driver.	11/19/2020 5:27 PM
18	Very helpful and professional	11/19/2020 5:20 PM
19	needed driver to make a call to the people at home, he couldn't have been politer , chirpier and happy to comply!	11/19/2020 10:03 AM
20	Felt personal unlike other delivery company communications	11/18/2020 6:39 PM
21	Really friendly delivery drivers who offered to de-box the furniture ans take away the outer boxes. An unexpected delight !	11/18/2020 5:55 PM
22	Very good. Cannot fault.	11/18/2020 5:48 PM
23	Excellent communication throughout	11/18/2020 12:32 PM
24	2 person both took shoes off to go to next floor as was very heavy.	11/17/2020 6:14 PM
25	Had to change date due to very poorly elderly dog. They accommodated my requests perfectly.	11/17/2020 1:27 PM
26	Great service, professional and friendly. Thank you.	11/17/2020 9:36 AM
27	Communications excellent	11/17/2020 7:14 AM
28	The couriers are very polite and helpful	11/16/2020 9:22 PM
29	Totally professional in all respects.	11/16/2020 9:08 PM
30	I was notified in advance time of delivery. Driver very polite and friendly.	11/16/2020 6:37 PM
31	Friendly, efficient and on time	11/14/2020 8:35 PM
32	The 2 men who came were unbelievably lovely and so helpful. Polite.	11/14/2020 7:09 PM
33	Smooth, hassle free, efficient, excellent communication	11/14/2020 5:46 PM
34	Communication was excellent. I was kept informed throughout.	11/13/2020 12:36 PM
35	great, fabulous delivery. Thank you.	11/13/2020 11:04 AM
36	Kept me informed every step of the way	11/13/2020 11:02 AM

Ash Logistics Customer Satisfaction - Autumn 2020

37	Called before arrival. Shoes off without being asked. Fast and helpful	11/13/2020 10:59 AM
38	The team delivering were lovely. Friendly professional behaved like human beings (not robots). Communication was great in advance too.	11/11/2020 6:54 PM
39	Very helpful in clearing up an administrative error regarding the items being delivered.	11/11/2020 6:42 PM
40	They took the packaging which was a big help	11/10/2020 12:11 PM
41	The item was returned as it was damaged, we took a photo as did the ash delivery man.	11/9/2020 5:33 PM
42	called before as requested and delivered on time	11/9/2020 5:26 PM
43	The email to confirm the delivery slot was useful.	11/7/2020 4:15 PM
44	An extremely polite and courteous courier/driver	11/7/2020 4:12 PM
45	Two very nice people, they took away all the rubbish I was very impressed thought I would have to go to the dump	11/6/2020 6:05 PM
46	Everything went very well with delivery and collection	11/6/2020 5:09 PM
47	Great communication prior to the delivery slot, and turned up on time without any issues - perfect process and great team	11/6/2020 6:34 AM
48	Good communication prompt delivery	11/5/2020 10:58 PM
49	Good delivery service came when they should have nice friendly men delivering helpful rang when they where by	11/5/2020 6:20 PM
50	The best delivery service out there	11/5/2020 5:07 PM
51	Efficient and friendly service	11/5/2020 4:59 PM
52	Pleasant, efficient and arrived at the early part of the time slot.	11/4/2020 5:23 PM
53	Print great service thanks	11/4/2020 3:15 PM
54	Everything as promised	11/4/2020 7:18 AM
55	Everything as promised	11/4/2020 7:18 AM
56	Kind and efficient	11/3/2020 8:08 PM
57	I received my delivery sooner than expected	11/3/2020 6:15 PM
58	Two lovely helpful chaps	11/3/2020 6:00 PM
59	I liked not having to wait on the phone and press numbers before speaking to a human.	11/2/2020 10:42 PM
60	Very good company	11/2/2020 5:42 PM
61	Kept updated, polite, delivered on time	10/31/2020 5:12 PM
62	Great professional guys	10/31/2020 4:23 PM
63	Really helpful and efficient and safe	10/31/2020 3:10 PM
64	Excellent customer service	10/29/2020 6:36 PM
65	Clear and efficient communication	10/29/2020 5:46 PM
66	They went extra mile as I was not in and awkward deliver	10/29/2020 5:22 PM
67	Friendly	10/28/2020 10:27 PM
68	Professional gentleman	10/28/2020 8:47 PM
69	Lovely delivery men, very helpful and polite	10/28/2020 6:31 PM
70	Very friendly and polite.	10/28/2020 5:39 PM
71	Very prompt replies and early delivery dates	10/28/2020 5:21 PM
72	Very helpful delivery driver	10/28/2020 5:08 PM
73	delivery men very helpful	10/28/2020 5:08 PM
74	Great service	10/27/2020 10:51 PM
75	N/A arranged by another party	10/27/2020 6:11 PM

Ash Logistics Customer Satisfaction - Autumn 2020

76	Good email communication. Clear and succinct.	10/27/2020 6:11 PM
77	They were friendly and carried the parcel to my room of choice.	10/26/2020 9:30 PM
78	It was very quick and easy to confirm my booking, and my call was answered promptly	10/26/2020 9:06 PM
79	Very kind and polite	10/26/2020 7:33 PM
80	Very helpful	10/24/2020 10:33 PM
81	Really easy, fab communication	10/24/2020 9:12 PM
82	Perfect ... arrived on time and rang me to let me know when they were near	10/24/2020 6:21 PM
83	Very good communication, quick organisation, waited for me out side, left Items in a safe place	10/24/2020 5:11 PM
84	Kept me well informed	10/24/2020 4:39 PM
85	Very helpful and quick replies with organising a delivery date	10/24/2020 9:30 AM
86	Phoned in advance and then also asked if the should unwrap so I could check the mirror and they would take away the cardboard. Really friendly polite super nice guys!	10/24/2020 8:58 AM
87	Delighted with my product	10/24/2020 8:35 AM
88	Super fast and careful delivery	10/22/2020 8:05 PM
89	Very helpful to get a 4 hr delivery slot well in advance plus a call 15 mins before arrival.	10/22/2020 7:24 PM
90	Perfect comms	10/22/2020 5:23 PM
91	Very happy with delivery polite and friendly	10/22/2020 4:44 PM
92	Good communication. Nice two guys	10/21/2020 6:40 AM
93	great to get the call saying 15 minutes away and asked if we wanted the item unpacked	10/20/2020 4:53 PM
94	They were so helpful I just wish I had known how heavy the chest was as I would have asked them to put it into the room. Goodness knows how they carried up all those stairs I cannot move it an inch. So thank you for great service.	10/19/2020 7:07 PM
95	SUPERB	10/19/2020 6:08 PM
96	Efficient service	10/18/2020 8:05 AM
97	Good communication, kept informed	10/17/2020 6:46 PM
98	Arrived on time, very happy, thank you,	10/16/2020 12:43 PM
99	I had ordered to the wrong address, and they updated it without question and efficiently	10/15/2020 8:17 PM
100	Brilliant girl particularly helpful	10/15/2020 6:47 PM
101	Excellent communication	10/15/2020 6:17 PM
102	Excellent Service	10/14/2020 6:58 PM
103	Professional	10/14/2020 6:27 PM
104	Kindly held the piece for a week until I had access to my new flat.	10/14/2020 5:53 PM
105	I missed the emails but they persevered and phoned me	10/14/2020 8:10 AM
106	Very polite	10/13/2020 7:26 PM
107	The two men whom delivered my package were so polite, friendly, and well mannered. Really cheery in the morning. The service from the company has been excellent regarding arranging & keeping me updated. Overall, thank you ever so much xxxx	10/13/2020 7:09 PM
108	Very professional and prompt	10/13/2020 12:52 PM
109	It was an excellent service	10/13/2020 5:08 AM
110	Very helpful friendly workers	10/12/2020 5:46 PM
111	Good communication throughout	10/12/2020 5:40 PM
112	Excellent service. Being given a 2 hour time slot is far better than other delivery companies, and arriving 15 minutes into the 2 hour time slot was fantastic.	10/12/2020 4:34 PM

Ash Logistics Customer Satisfaction - Autumn 2020

113	courteous delivery drivers who dealt with unpacking and efficient removal of packaging without any trouble at all.	10/9/2020 8:58 PM
114	Polite helpful delivery guy	10/9/2020 6:38 PM
115	Very polite and clear, first rate	10/9/2020 5:47 PM
116	The guys were really careful, helpful and indeed unpacked and took away the packaging for me	10/9/2020 5:29 PM
117	Managed to get a piece of furniture in through a very tight gap, they had to unbox it before bringing it in and took extreme caution not to damage the product and then assembled it in my room of choice and removed packaging.	10/9/2020 5:27 PM
118	Very responsive and helpful!	10/8/2020 8:47 PM
119	great service very polite guys	10/8/2020 8:40 PM
120	very good at keeping you in the loop re delivery timings etc...	10/8/2020 7:52 PM
121	Everything was perfect	10/8/2020 8:27 AM
122	very helpful and friendly	10/7/2020 8:04 PM
123	Clear instructions, followed up and double checked	10/7/2020 7:50 PM
124	Really polite and careful	10/7/2020 7:33 PM
125	Excellent with communication about delivery	10/7/2020 6:50 PM
126	Despite me having missed the emails suggesting a slot they called a few days later and were still able to offer that slot	10/7/2020 1:45 PM
127	Very friendly	10/6/2020 6:40 PM
128	The guys were on time. They were very courteous and helpful	10/5/2020 7:50 PM
129	Kept me up to date, right up to delivery. Going one step further by actually speaking to me	10/3/2020 11:13 AM
130	Really helpful to make the delivery work	10/2/2020 7:04 PM
131	Arrived early in the morning as advised	10/2/2020 6:39 PM
132	Delivery drivers are always helpful and really polite	10/2/2020 6:01 PM
133	Kept me informed all the way very prompt	10/2/2020 5:40 PM
134	Polite helpful young men	10/1/2020 9:04 PM
135	Very attentive	10/1/2020 8:59 PM
136	Response quick. Good communication throughout.	9/30/2020 11:06 PM
137	It was nice to be able to communicate before delivery day	9/30/2020 2:27 PM
138	Phoned me to say were 20 mins away. Great	9/29/2020 6:08 PM
139	Very helpful and option of leaving somewhere safe also. Great service!	9/27/2020 1:42 PM
140	Very clear communication and very adaptable	9/26/2020 9:28 PM
141	Really nice guys	9/26/2020 5:51 PM
142	Efficient and friendly	9/25/2020 5:16 PM
143	Polite and got everything done rapidly.	9/25/2020 5:06 PM
144	All went as planned with no issues	9/24/2020 5:37 PM
145	They followed my requests whilst I was not at home during the delivery	9/24/2020 5:28 PM
146	They were polite and helpful and helped put my desk in the room and got rid of the boxing	9/24/2020 9:37 AM
147	Polite, Courteous , friendly Delivery Men	9/23/2020 10:36 PM
148	Then men were very respectful and polite.	9/23/2020 7:30 PM
149	Called me to say they were half an hour away.	9/23/2020 11:29 AM
150	Couldn't have been more helpful	9/22/2020 7:56 PM

Ash Logistics Customer Satisfaction - Autumn 2020

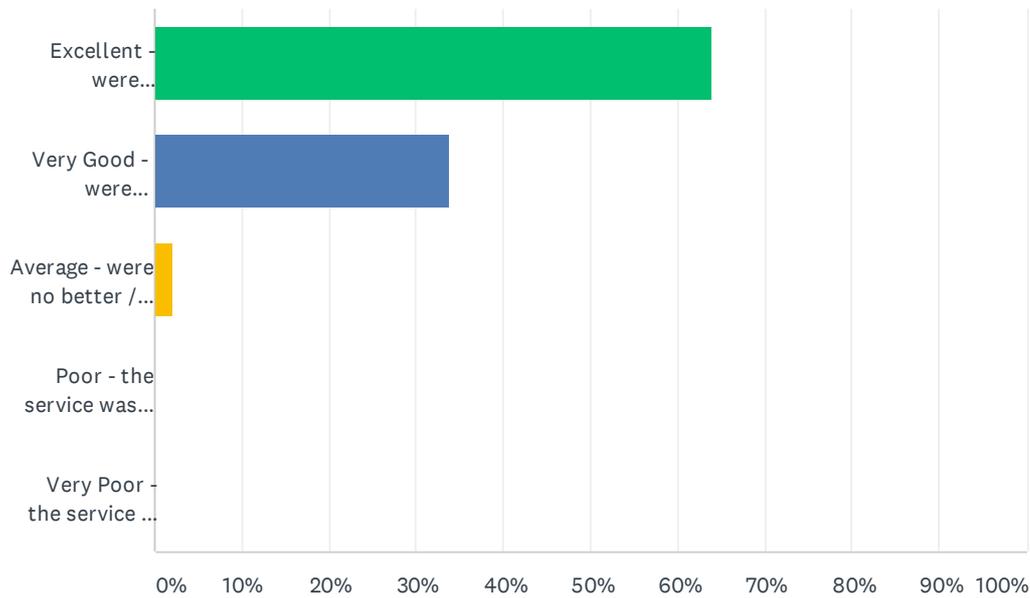
151	very friendly, even unpacked the item and took the packaging away	9/22/2020 6:56 PM
152	Great communication from start to finish!	9/22/2020 6:19 PM
153	Unpackaged the goods and took over the packaging. Lovely men even gave a call 10mins before they arrived	9/22/2020 7:37 AM
154	Good, I was given 40mins notice of arrival which I appreciated, as on a previous occasion I had only 8 and wasn't at the house.	9/21/2020 5:36 PM
155	Very considerate and helpful people	9/20/2020 11:17 AM
156	Great team	9/20/2020 10:49 AM
157	The call beforehand is so helpful and the offer to unpack and take away the packaging is above and beyond.	9/20/2020 7:34 AM
158	Clear arrangements.	9/18/2020 10:43 PM
159	Very able to reschedule and did so quickly	9/17/2020 5:19 PM
160	Drivers came back to do a room of choice delivery after my flat mate mistakenly told them to leave the item in the hallway. This was at no extra cost and they were very helpful and polite	9/17/2020 9:19 AM
161	Not convenient the first slot so they rearranged for me	9/17/2020 6:38 AM
162	Removed packaging, really friendly guys, put it in the right place - great service thanks!	9/16/2020 5:10 PM
163	They informed me in good time of my delivery slot and gave me all the information needed to have a COVID-safe delivery. They also gave me the opportunity to change my slot	9/16/2020 2:42 PM
164	Good communication in advance and on the day.	9/16/2020 10:29 AM
165	Good email correspondence. Both thorough and clear.	9/15/2020 11:29 PM
166	Brilliant as always	9/15/2020 10:13 PM
167	Respectful and helpful within Covid guidelines	9/15/2020 11:42 AM
168	Delivered within designated slot on requested day	9/15/2020 7:50 AM
169	Could have asked to confirm delivery by sms/phone as we can easily miss an email.	9/12/2020 7:23 PM
170	Very efficient and great service... lovely delivery men!	9/12/2020 4:39 PM
171	Polite & courteous	9/12/2020 3:50 PM
172	Very helpful	9/11/2020 5:29 PM
173	always wonderful	9/10/2020 10:18 PM
174	.	9/10/2020 9:45 PM
175	Delivery guys (2 Welsh guys) was really nice, professional and helpful.	9/10/2020 6:43 PM
176	Noticed a fault in the goods being delivered and were happy to return them without any hesitation.	9/10/2020 6:12 PM
177	Excellent email and follow up communication	9/10/2020 6:09 PM
178	Very helpful.	9/8/2020 7:57 PM
179	Very easy and staff were very efficient	9/8/2020 6:51 PM
180	friendly manner of delivery man	9/8/2020 6:45 PM
181	Excellent delivery with superb driver and colleague.	9/6/2020 7:09 PM
182	Very happy to rearrange for a slightly later date!	9/6/2020 6:42 PM
183	We're a little tricky to find on a new development. Your delivery drivers were so polite and didn't make this an issue at all (as some other delivery drivers have). Your gentlemen were very patient finding us.	9/4/2020 9:25 PM
184	So amazing so efficient so polite	9/4/2020 5:54 PM
185	Really well managed and brilliant communication	9/4/2020 5:37 PM
186	Very pleased that the delivery drivers offered to put on shoe protectors so they don't walk	9/4/2020 2:07 PM

Ash Logistics Customer Satisfaction - Autumn 2020

	into my house with shoes on. Very polite	
187	Delivery was extremely punctual and the men were polite, friendly and very helpful.	9/2/2020 5:41 PM
188	Great email and phone communication	9/1/2020 10:19 PM
189	Great communication. Driver was happy to follow delivery instructions.	9/1/2020 10:11 PM
190	Very polite and efficient	9/1/2020 5:35 PM

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

Answered: 1,270 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent - were professional to a level that far exceeded my expectations	64.02%	813
Very Good - were professional to a level I expect	33.94%	431
Average - were no better / worse than other delivery companies	2.05%	26
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		1,270

Ash Logistics Customer Satisfaction - Autumn 2020

#	COMMENTS IF ANY	DATE
1	very friendly, on time, asked where i wanted the delivery and even unpacked and took away the packaging!	11/21/2020 6:11 PM
2	Helped with placement of item while remaining safe. Loved that they removed all packaging for recycling.	11/21/2020 4:59 PM
3	Delivery crew were extremely helpful and polite. Arrived promptly. Lovely to have such great service especially as recent times must have been quite challenging for delivery workers.	11/21/2020 3:53 PM
4	Friendly. They offered to take all the card and placed it in the right room for us.	11/21/2020 2:51 PM
5	Absolutely lovely and brilliant	11/21/2020 9:11 AM
6	Very helpful and polite	11/20/2020 5:37 PM
7	I must say the 2 guys I had yesterday were epic! They came in the house dropped everything, offered to take the carton off, I was amazed ! Last time (2/3 weeks ago) you guys delivered the same item (which the guys yesterday picked up to return) they dropped it on the porch! It was INSANELY heavy and I really struggle to take it all the way into my flat! Also the 2 guys yesterday were so nice and sweet and smily! Positive and enthusiastic, it's rare for delivery peops! They made my day!	11/20/2020 9:01 AM
8	Delivery agents were excellent and so helpful and polite	11/19/2020 7:39 PM
9	Professional covers it	11/19/2020 5:34 PM
10	Contacted me before delivery...very nice and friendly.	11/19/2020 5:27 PM
11	Very helpful and friendly	11/19/2020 9:22 AM
12	Very polite and kept me update	11/18/2020 7:15 PM
13	Difficult times with COVID but again cannot fault.	11/18/2020 5:48 PM
14	On time, polite, observed social distancing, very pleased	11/18/2020 12:32 PM
15	Wore masks and curtious	11/17/2020 6:14 PM
16	(delivered early which was great but a little loud - for the neighbours ;0)	11/17/2020 6:04 PM
17	Very careful and efficient guys.	11/17/2020 1:27 PM
18	Member of the delivery teams called me in advance if arrival to advise time of arrival the Crew also unpacked my items and took packaging away	11/17/2020 7:14 AM
19	Amazing delivery guys, so polite and helpful!	11/16/2020 6:08 PM
20	I can't fault the delivery.	11/16/2020 6:29 AM
21	As above. So refreshing to have such great service with a sense of humour.	11/14/2020 7:09 PM
22	Friendly, professional and very helpful. Rare to find!	11/14/2020 5:46 PM
23	Very accommodating professional crew!	11/13/2020 7:50 PM
24	Lovely delivery guys, very friendly and helpf	11/13/2020 6:19 PM
25	The delivery chap was extremely helpful, polite and professional.	11/13/2020 12:36 PM
26	They were lovely and carried the item in and through our house	11/13/2020 11:02 AM
27	Very helpful	11/11/2020 9:30 PM
28	Friendly, efficient and very helpful.	11/11/2020 6:42 PM
29	Great service, rang half an hour before arrival, were very helpful taking away the packaging.	11/7/2020 5:38 PM
30	The delivery was on time and I received a call before the arrival time.	11/7/2020 4:15 PM
31	Service was excellent	11/7/2020 4:12 PM
32	Crew were very polite and excellent with delivery/collection	11/6/2020 5:09 PM
33	Very friendly!	11/6/2020 5:09 PM
34	Team were professional, very polite - removed the packaging and ensured the goods were correct and in good condition.	11/6/2020 6:34 AM

Ash Logistics Customer Satisfaction - Autumn 2020

35	Polite good service	11/5/2020 10:58 PM
36	Cannot praise this company enough.	11/5/2020 5:07 PM
37	Super helpful and nice delivery guys	11/5/2020 5:01 PM
38	The guys were so helpful, polite and professional	11/4/2020 11:29 PM
39	The delivery men were efficient and polite and helpful	11/4/2020 7:19 PM
40	Called before and arrived as planned	11/4/2020 5:23 PM
41	Really good	11/4/2020 3:15 PM
42	Very professional and polite	11/4/2020 7:18 AM
43	Very professional and polite	11/4/2020 7:18 AM
44	Nice people	11/3/2020 8:08 PM
45	Both drivers were really very helpful polite and patient while I checked the item.	11/3/2020 7:31 PM
46	Offered to unpack the parcel but I said no thank you due to covid	11/3/2020 7:21 PM
47	Lovely polite and considerate guys	11/3/2020 6:01 PM
48	Very efficient	11/3/2020 6:00 PM
49	I appreciated them unboxing the furniture and brining it into my home. Makes a big difference.	11/2/2020 10:42 PM
50	The delivery crew was lovely. This is the first time we have experienced such friendly delivery men.	11/2/2020 6:40 PM
51	Great guy's to deal with.	11/1/2020 1:00 PM
52	Continuous liaising with us via email on delivery status	10/31/2020 4:23 PM
53	Great service. They even took their shoes off when coming in the house!	10/31/2020 2:54 PM
54	Very helpful & chatty 😊	10/29/2020 6:36 PM
55	Followed good Covid safety precautions.	10/29/2020 6:31 PM
56	Super friendly and polite crew, very speedy and efficient installation - couldn't ask for better	10/29/2020 5:46 PM
57	Delivered item and removed packaging	10/28/2020 8:47 PM
58	Very satisfied with the delivery service. Very helpful and friendly.	10/28/2020 5:39 PM
59	Didn't expect the delivery man to bring it up 4 flights of stairs to our flat, really appreciated him doing that and was wearing a mask. Even offered to put it in the room we wanted but we declined as felt he'd already done enough.	10/28/2020 5:21 PM
60	Very professional	10/27/2020 10:51 PM
61	They were happy to unpack my item in the lorry, taking all packaging with them and placing item inside.	10/27/2020 8:37 PM
62	I was told they would arrive between 7 and 9am - and I would be called 30 mins prior - but I was called at 6:50am with no notice.	10/27/2020 6:11 PM
63	Perfect . My order was handled with care.	10/26/2020 7:33 PM
64	Alerted me to missing item in delivery.	10/26/2020 6:08 PM
65	Beyond great service	10/24/2020 10:33 PM
66	Maintained good social distancing and contactless delivery.	10/24/2020 10:13 PM
67	Great guys	10/24/2020 9:12 PM
68	Quick polite	10/24/2020 6:21 PM
69	I wasn't there, but all seemed to go fine	10/24/2020 5:50 PM
70	Excellent service, friendly people, big thanks	10/24/2020 5:15 PM
71	Really helpful and friendly blokes. Took away the packaging	10/24/2020 9:30 AM
72	As previous comments - very helpful to get a call 15 mins before arrival. They arrived bang	10/22/2020 7:24 PM

Ash Logistics Customer Satisfaction - Autumn 2020

	on time.	
73	Texted before delivery to let us know they were on their way. Very helpful when delivering. Both friendly chaps.	10/22/2020 7:16 PM
74	polite and very good	10/20/2020 4:53 PM
75	excellent service	10/19/2020 6:08 PM
76	Very courteous and helpful	10/18/2020 8:05 AM
77	Text to advise delivery time, polite and accommodating	10/17/2020 6:46 PM
78	Phoned 3 times to keep me informed! Excellent	10/17/2020 5:16 PM
79	helpful staff	10/16/2020 12:43 PM
80	The delivery guy called 40 minutes ahead, unpackaged and carried the item up two flights of stairs. Great service, thank you	10/15/2020 8:17 PM
81	Crew where great, telephoned prior to delivery to tell me when to expect them. Unpacked item & placed item where I wanted it.	10/15/2020 6:47 PM
82	My mum said they were professional but really nice men	10/15/2020 6:47 PM
83	Very helpful and friendly gentlemen	10/15/2020 6:17 PM
84	Nice guys	10/14/2020 6:27 PM
85	Excellent delivery person wearing mask in covid times. Quickly delivered unpacked piece.	10/14/2020 5:53 PM
86	PUNCTUAL EFFICIENT PLEASANT	10/14/2020 8:10 AM
87	Called 20 mins b4 arrival, gave me option to deliver items without packaging, really polite! Excellent.	10/13/2020 8:25 PM
88	Perfect literally.	10/13/2020 7:09 PM
89	Friendly and professional	10/13/2020 12:52 PM
90	Helpful and polite	10/12/2020 5:40 PM
91	Very professional, quick, effortless and bang on time	10/12/2020 4:34 PM
92	very helpful	10/12/2020 6:44 AM
93	Both men were so polite and professional	10/12/2020 6:37 AM
94	Helpful and friendly	10/9/2020 6:38 PM
95	The piece was very heavy and the delivery guys did a fantastic job, nothing was too much trouble. Great job all round.	10/9/2020 5:47 PM
96	Brought it all the way into our 4th floor office	10/9/2020 5:39 PM
97	Polite Helpful and honest. Problem with a missing part which they noted and told me all I needed to resolve(which it was the next day)	10/9/2020 10:09 AM
98	Very polite. Called before arriving. Collected from upstairs with no bother.	10/8/2020 8:47 PM
99	really nice guys!	10/8/2020 7:52 PM
100	Very professional crew	10/8/2020 8:27 AM
101	First class	10/7/2020 7:33 PM
102	Phoned and were exactly on time. Careful with unpacking and also bringing it into my home.	10/7/2020 6:50 PM
103	called me when they were 30 minutes away ensuring that I was ready for them	10/7/2020 1:45 PM
104	Very helpful,friendly delivery team and although we had to return first sideboard delivered because it was faulty , they were happy to return it and on second delivery, again, unpacked it and made sure we were satisfied before bringing it into the house! Great service!	10/7/2020 8:11 AM
105	I was able to request an early slot which was good as I had to go out early.	10/7/2020 5:20 AM
106	Was nice for them to offer to take their shoes off as that's rare nowadays. I declined the offer as can appreciate they were carrying a super heavy item.	10/6/2020 5:48 PM
107	Very professional and friendly	10/3/2020 11:13 AM

Ash Logistics Customer Satisfaction - Autumn 2020

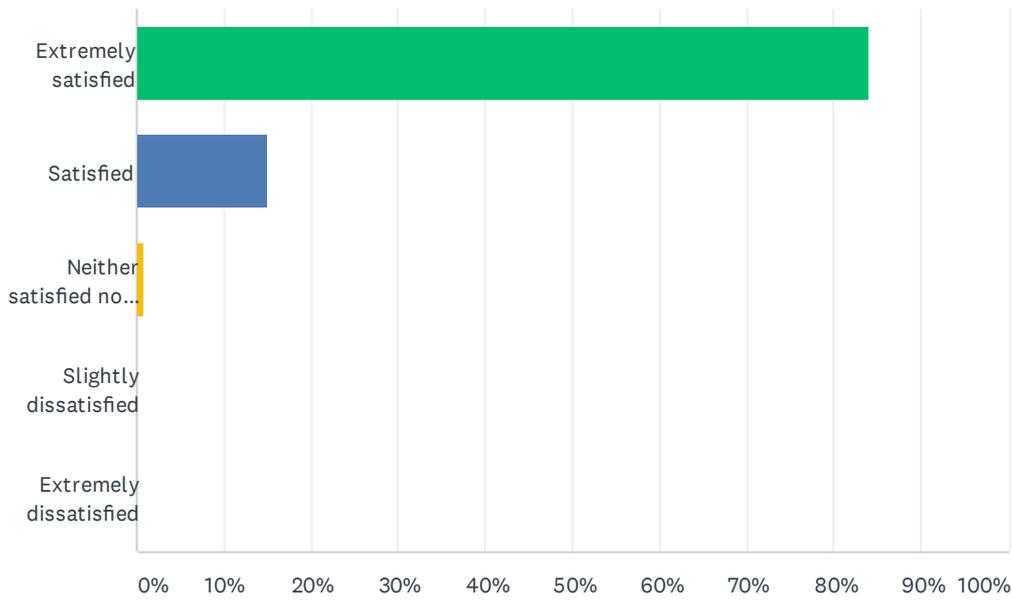
108	Very pleasant and efficient	10/2/2020 10:54 PM
109	Very helpful in offering to take the box away.	10/2/2020 5:42 PM
110	Cheerful , helpful could not do enough	10/2/2020 5:40 PM
111	Our house is on a new development which isn't found on sat nav. The driver got in touch in plenty of time to find out where to go and kept me updated as to when he would arrive	10/2/2020 5:35 PM
112	Amazing	10/1/2020 8:59 PM
113	Found their way to my door without needing directions which is rare and then carried the goods straight up the flight of stairs to my flat which was no mean feat given it was a marble table. And not a word of complaint!	10/1/2020 6:29 PM
114	Carried it downstairs for me, put in the actual room I wanted took care in doorways and waited while I checked it. Thanks!	10/1/2020 6:29 PM
115	Crew was courteous	9/30/2020 11:06 PM
116	I was not in but my neighbour, said they were very polite	9/30/2020 6:54 PM
117	The guys were very polite and helpful	9/30/2020 2:28 PM
118	Very helpful and flexible, listened to my needs re. packaging etc. I	9/30/2020 2:27 PM
119	Chaps were BRILLIANT! I rarely come across good delivery people these days	9/29/2020 7:36 PM
120	The two guys delivering were extremely polite and helpful and took away the packaging which was a huge help.	9/29/2020 6:24 PM
121	Very impressed. Unpacked my item and took away the packaging.	9/29/2020 5:57 PM
122	Very polite and helpful.	9/27/2020 1:42 PM
123	Both crew were lovely	9/27/2020 6:32 AM
124	Called me in advance, used side access and then even carried the item when I arrived home 5 mins later	9/26/2020 9:28 PM
125	Always prompt	9/25/2020 5:16 PM
126	Professional.	9/25/2020 5:06 PM
127	Very professional, polite and helpful delivery guys	9/24/2020 7:20 PM
128	Brilliant! They carried the heavy piece of furniture up 3 flights of stairs and put it exactly where it needed to go, and all with a smile on their faces still. Absolute legends!	9/24/2020 5:37 PM
129	Packaging removed ,no mess, swiftly sorted the unpacking.	9/23/2020 10:36 PM
130	They were very careful about not causing any damage to the house	9/23/2020 7:30 PM
131	Unpacked, took away packaging, had not got instructions to remove the chair I was returning but took it anyway and said they would contact Atkin and Thyme.	9/23/2020 11:29 AM
132	Very friendly and helpful	9/23/2020 9:10 AM
133	Phoned to confirm approx. delivery time. They were excellent when actually delivered item.	9/22/2020 7:56 PM
134	Brilliant service-helpful and friendly. Think it was Callum and Tomas?	9/22/2020 11:32 AM
135	The chap who delivered the armchair was congenial and forwarded his help at every turn. I forgot to ask him his name but I trust the company will pass on my appreciation.	9/21/2020 5:54 PM
136	Let me know before they were arriving and offered to help lift the top of table onto the base. Thank you.	9/18/2020 10:43 PM
137	Very polite and helpful - 5 stars	9/18/2020 9:26 PM
138	Very pleasant & friendly	9/18/2020 7:13 PM
139	very professional and cheerful	9/17/2020 9:19 AM
140	Very polite and placed items exactly where I needed them!	9/17/2020 7:50 AM
141	They were careful with social distancing, took away the packaging, and brought the furniture into the room that I needed	9/16/2020 2:42 PM
142	Very professional, careful and respectful of goods and property	9/16/2020 10:29 AM

Ash Logistics Customer Satisfaction - Autumn 2020

143	Friendly and courteous - they even offered to remove their shoes.	9/15/2020 11:29 PM
144	Hugely polite and cheerful !	9/15/2020 10:13 PM
145	Rang to say they were 10 minutes away, very polite and friendly	9/15/2020 6:56 PM
146	Very polite delivery men, very efficient service. Professional, friendly service.	9/15/2020 7:50 AM
147	Very polite and professy	9/14/2020 7:18 PM
148	Great job and very professional	9/12/2020 4:55 PM
149	Dry helpful & took cardboard	9/12/2020 3:50 PM
150	lovely	9/10/2020 10:18 PM
151	Very polite & helpful gentlemen	9/10/2020 9:45 PM
152	Took shoes off due to new carpet	9/10/2020 7:24 PM
153	Very professional and helpful.	9/10/2020 6:12 PM
154	On time and helpful in setting up items in areas specified	9/10/2020 6:09 PM
155	They unpacked all our Graham and Green	9/9/2020 10:00 PM
156	Took away packaging too	9/9/2020 8:42 PM
157	Helpful on phone & v polite friendly delivery	9/9/2020 6:32 PM
158	They did their job but one seemed a little fed up that when asked where I wanted my mattress to go & I said upstairs (in the bedroom Of course). They complied but as we're both mid sixties I wouldn't have expected to have to struggle up the stairs ourselves ! However they said ok, the other one smiled and they took it upstairs. I asked them to leave the inner plastic on, which they did.	9/9/2020 9:04 AM
159	Both very helpful and polite. Thank you!	9/8/2020 7:48 PM
160	Very friendly and helpful staff	9/8/2020 6:51 PM
161	Very professional	9/6/2020 7:09 PM
162	Fantastic, lovely guys, and happy to carry it in and place it where we had intended :)	9/6/2020 6:42 PM
163	Nothing to much trouble	9/4/2020 5:54 PM
164	Great crew, very friendly & efficient	9/4/2020 2:17 PM
165	They were great -- they waited for me as I was a few minutes away, got everything in and set up very quickly and professionally. Superb.	9/2/2020 6:35 PM
166	The delivery men even offered to take the packing away. This was very helpful and the first time I have encountered such a great service.	9/1/2020 10:04 PM
167	Lovely gentlemen, couldn't help more and full of advice	9/1/2020 8:04 PM
168	Good communication giving eta. On time. V quick and easy	9/1/2020 5:35 PM

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

Answered: 1,270 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely satisfied	84.09%	1,068
Satisfied	15.12%	192
Neither satisfied nor dissatisfied	0.79%	10
Slightly dissatisfied	0.00%	0
Extremely dissatisfied	0.00%	0
TOTAL		1,270

Ash Logistics Customer Satisfaction - Autumn 2020

#	COMMENTS IF ANY	DATE
1	great service - if only all delivery companies were like you guys!	11/21/2020 6:11 PM
2	V impressed and efficient	11/21/2020 3:44 PM
3	Thank you all for your professionalism/ friendliness	11/21/2020 3:35 PM
4	Polite, friendly, had clearly read the delivery notes and accommodating to where I needed the item situated	11/21/2020 2:46 PM
5	Very professional and friendly and took care to distance and wear masks etc. Unusual circumstances but extremely well handled.	11/21/2020 1:37 PM
6	Seb and his colleague were exceptional. They delivered with no fuss, took off their shoes when entering the hose without being asked, wore masks, communicated well, were helpful, spotted an issue and were a dream to deal with. Amazing service, competency and customer service.	11/21/2020 1:31 PM
7	Very pleasant delivery and unpacked my item ☺	11/20/2020 11:18 PM
8	Very friendly and professional. They were prepared to leave the mattress wherever I required inside the house and would even have unpacked it for me. I was taken aback by the quality of service.	11/20/2020 6:17 PM
9	Well done keep up the good work.	11/20/2020 6:10 PM
10	Thank you	11/20/2020 5:37 PM
11	Great company great service in tune with any problems	11/19/2020 7:39 PM
12	Your guys are a credit to your company	11/19/2020 5:42 PM
13	Excellent	11/19/2020 5:34 PM
14	I hope the same two make my next deliveries also.	11/19/2020 5:31 PM
15	Thank you to the lovely delivery men that came today. They were professional, quick, courteous and respectful. They did everything so my wife didn't have to do it herself. Thank you so much	11/19/2020 5:30 PM
16	Brilliant!. Felt very happy with their service.	11/19/2020 5:27 PM
17	Have had previous deliveries from this company and everytime the communication is excellent and they always do exactly what they say they will and very punctual. If only all companies were this good. Thank you.	11/18/2020 5:56 PM
18	If only every delivery company was as good!	11/18/2020 5:48 PM
19	Extremely impressed	11/18/2020 12:32 PM
20	No hassle, delivery came on time, crew very pleasant.	11/17/2020 8:35 PM
21	On time and very happy to put the box where I needed it. Many thanks.	11/17/2020 6:14 PM
22	Many thanks to the lady I spoke to on the phone who was both polite and helpful under a stressful situation I was dealing with. Thank you.	11/17/2020 1:27 PM
23	drivers were excellent, kept me fully updated and very friendly delivery	11/17/2020 8:58 AM
24	best delivery guys ever	11/14/2020 7:15 PM
25	Far exceeded expectations thank you	11/14/2020 5:46 PM
26	Someone in logistics made sure that my delivery was scheduled the second that Ash received it. I had to delay a flight home to the States because I couldn't leave until it arrived, and so every second was counting and I sincerely appreciate the fact that Ash did not mess me around. Really sincerely appreciated.	11/13/2020 11:06 AM
27	Very impressed.	11/13/2020 11:02 AM
28	They did come bang on 8 in the morning with only 15 mins warning which I missed because I was in the shower. So a little longer warning would be appreciated next time if they intend to arrive for the first slot. But lovely guys and very helpful.	11/11/2020 7:26 PM
29	I would be very happy if all my deliveries were with Ash ! Well done a real credit.	11/11/2020 6:54 PM
30	great job thank you!	11/11/2020 6:49 PM

Ash Logistics Customer Satisfaction - Autumn 2020

31	Great service all round. The guys asked where I would like the delivery and took it inside (while wearing masks).	11/7/2020 4:15 PM
32	I would not hesitate to use this service in the future	11/7/2020 4:12 PM
33	Friendly came on time	11/7/2020 9:52 AM
34	Professional and couteous	11/5/2020 11:37 PM
35	If only all delivery companies were like this. Friendly and efficient delivery guys.	11/5/2020 7:28 PM
36	Very well organised and arrived on time in the right address. Also communication was excellent beforehand before the delivery.	11/5/2020 6:10 PM
37	Amazing service ,over and beyond. I wish all complies would use your couriers	11/5/2020 5:07 PM
38	The delivery men were polite, respectful, and helpful.	11/4/2020 6:00 PM
39	Very good	11/4/2020 5:23 PM
40	The good were damaged once the package was opened.	11/3/2020 6:40 PM
41	Excellent service, Great communication	11/3/2020 6:00 PM
42	Thank you!	10/29/2020 5:46 PM
43	Very professional and helpful many thx	10/29/2020 5:22 PM
44	Thanks to the delivery team	10/28/2020 8:47 PM
45	But I had to return the goods as they were damaged but your delivery team took it straight back and were extremely courtious thank you	10/28/2020 6:28 PM
46	Helped me putting the boxes in the living room and also offered me to help unbox.	10/28/2020 5:39 PM
47	Really good, very informative, quick delivery, 20 minute warning, polite. All round great experience.	10/28/2020 5:21 PM
48	on time, polite, email sent with day and time, phone half hour before, great service	10/28/2020 5:08 PM
49	Really impressed	10/27/2020 10:51 PM
50	The greatest delivery drivers around. Reminded me of my dad, which was sweet.♥	10/27/2020 6:11 PM
51	Can't fault, communication from the company was excellent and the item turned up when promised. Would encourage me to order again from this vendor.	10/26/2020 9:06 PM
52	From the email to offer collection slot to the chasing of my response to the phone call advising of a specific delivery time. Amazing and thank you.	10/26/2020 7:33 PM
53	Very helpful staff	10/26/2020 6:08 PM
54	Would recommend you	10/24/2020 9:12 PM
55	Very impressed	10/24/2020 6:21 PM
56	Very organised. Very reliable. On time. Excellent communication	10/24/2020 5:11 PM
57	Pictures do not do the units justice, they came extremely well packaged on time very well constructed would highly recommend would most certainly shop again	10/22/2020 4:42 PM
58	Excellent service, friendly helpful staff and efficient in their work and notification of delivery etc. Thank you so much. x	10/21/2020 9:56 AM
59	good solid communication	10/20/2020 4:53 PM
60	A brilliant service	10/19/2020 6:08 PM
61	Good communication, good service, far better than you get with big faceless companies	10/17/2020 6:46 PM
62	Well done	10/17/2020 5:16 PM
63	My daughter said the two men were very helpful and polite.	10/15/2020 8:17 PM
64	From the girl on the phone to the delivery men all so helpful and efficient. Very rare to use a service with such high standards these days. Well done all x	10/15/2020 6:47 PM
65	Kept up to date on every aspect of delivery	10/15/2020 6:17 PM
66	The delivery crew were so polite, kind and hard working	10/15/2020 7:29 AM

Ash Logistics Customer Satisfaction - Autumn 2020

67	Such great customer service	10/14/2020 7:31 PM
68	The guys were really great but they went to 28 rather than 2B - and then to 2 rather than 2B so they could definitely double check the address next time.	10/14/2020 5:52 PM
69	Lovely doing business with you!!	10/14/2020 8:10 AM
70	Spot on.	10/13/2020 7:09 PM
71	Would highly recommend- couldn't fault them!	10/13/2020 12:52 PM
72	Did what they said they would do.	10/12/2020 5:40 PM
73	Customer service was excellent. Delivery has to be one of the best we have had. No fuss about bringing my headboard up to the 3rd level of our building. Very efficient and professional. Thank you. Kym Rose xx	10/12/2020 10:12 AM
74	Best service ive ever experienced. Very pleased	10/12/2020 6:37 AM
75	Delighted when I know you will be doing any delivery service . Thank you	10/9/2020 6:38 PM
76	There was an issue with an item, and they did an epic job.	10/9/2020 5:47 PM
77	A delight!	10/8/2020 8:47 PM
78	would use this company every time if we can many thanks	10/8/2020 8:40 PM
79	efficient and professional service...	10/8/2020 7:52 PM
80	I was so happy to hear they were able to leave my items on the porch. I have been waiting weeks for them and once they were in stock and saw I was at work for delivery I was so relatives they could do this. Very well packaged thanks 😊 xx	10/8/2020 7:22 PM
81	I would be happy to recommend	10/7/2020 7:33 PM
82	I wish every delivery company I deal with could offer the same high standard. Unfortunately they don't!	10/7/2020 6:50 PM
83	No complaints at all - helpful, fast and efficient	10/7/2020 1:45 PM
84	Thank you! The delivery workers were friendly and quick.	10/6/2020 8:57 PM
85	Service excellent!!! Delivery drivers, thoughtful, professional and earlier than expected!!! Very happy with service provided!!!! Thank you.	10/3/2020 8:41 PM
86	Was surprised to have to pay a specialised delivery fee, but happy with the delivery	10/3/2020 5:54 PM
87	Great service quick and efficient, thanks	10/2/2020 10:54 PM
88	Hope to encounter this company again . Well done	10/2/2020 5:40 PM
89	The guys were super friendly, helpful and polite , I wish all deliver peeps were this good :-0)	10/2/2020 4:38 PM
90	Arrive as stated unwrapped and removed waste very professional	10/2/2020 11:15 AM
91	Very happy. Very good service	10/1/2020 8:59 PM
92	Courteous delivery men, took care of my item	10/1/2020 6:43 PM
93	If I had known how heavy the table was I would've expressed more gratitude but they made it seem effortless?!	10/1/2020 6:29 PM
94	A smaller delivery window would be nice, but as they seem reliable with a 45 minute warning it means you can go out in the delivery window if you need to	10/1/2020 6:29 PM
95	Logistics were absolutely fine although I would give product 2 out of 5 as it looks completely different to what it looks like on the website, the quality is poor and looks cheap	10/1/2020 6:26 PM
96	A little disappointed with the delivery charges. But product as expected, very good quality and looks great in my dining room. Thank you.	9/30/2020 6:59 PM
97	Thank you for the excellent service. Getting the sofa into my house wasn't straightforward and yet the guys took it in their stride and didn't complain once. Thank you so much!	9/30/2020 9:06 AM
98	Just a suggestion ... it would be good to know in advance at the beginning of the time slot when I can expect the delivery ... but delighted with this firm	9/29/2020 7:36 PM
99	Most impressed.	9/29/2020 6:08 PM

Ash Logistics Customer Satisfaction - Autumn 2020

100	Unfortunately, my sofa was damaged on delivery. However, this was not the fault of delivery folks who were courteous and understanding when I'd pointed out to them that unfortunately I would have to refuse the delivery.	9/29/2020 5:45 PM
101	Thank you for making it all very easy. A very satisfied customer.	9/27/2020 1:42 PM
102	Appreciate your great customer service.	9/25/2020 5:06 PM
103	Thank you! :)	9/24/2020 5:37 PM
104	Communications excellent, I was informed at all stages. Delivery times were exactly as stated. The delivery of the items done with the minimum of fuss.w	9/23/2020 10:36 PM
105	Thank you for the service	9/23/2020 7:30 PM
106	Great to deal with - very professional.	9/22/2020 7:00 PM
107	They were excellent! So polite and thorough. The best experience I have had with a delivery company	9/22/2020 6:21 PM
108	Easy to reach, determined to deliver, accommodating.	9/20/2020 11:17 AM
109	All very easy. Delivery guys telephoned and we're friendly	9/20/2020 8:08 AM
110	Really personal service. Wish every company were so helpful.	9/18/2020 10:43 PM
111	Excellent	9/18/2020 9:26 PM
112	Very efficient	9/18/2020 7:13 PM
113	Chaps were lovely and so helpful	9/18/2020 6:40 PM
114	Thank you	9/17/2020 9:19 AM
115	Best delivery company I have dealt with. They worked so hard and were amazing, polite and professional. From the office to delivery staff.	9/17/2020 8:46 AM
116	Excellent no complaints	9/17/2020 7:50 AM
117	Thanks for your help!	9/16/2020 5:10 PM
118	Excellent. Did what they said they would do eg. Delivery was on time.	9/15/2020 11:29 PM
119	Best delivery company ever come across :)	9/15/2020 10:13 PM
120	very good service	9/15/2020 9:31 PM
121	Wish all delivery companies were like this 5☐	9/15/2020 6:56 PM
122	Very happy with delivery ☐	9/12/2020 3:50 PM
123	great	9/10/2020 10:18 PM
124	Happy people who were so helpful.	9/9/2020 10:00 PM
125	Thank you	9/9/2020 6:32 PM
126	Apart from the above it was fine. The communication was excellent and delivery was on time. They rang to say they would be here in 10 minutes.	9/9/2020 9:04 AM
127	Call/text to say that were close by was great. 4 hour slot great too. Very pleasant and efficeint	9/8/2020 8:58 PM
128	Very satisfied, would recommend them.	9/8/2020 7:57 PM
129	Couldn't ask for any more polite pleasant helpful handsome delivery thank you ☺	9/8/2020 6:52 PM
130	The two guys who delivered our furniture today was so lovely and professional. Very pleased with the service.	9/8/2020 6:42 PM
131	Extremely satisfied	9/6/2020 7:09 PM
132	Thank you :)	9/4/2020 9:25 PM
133	Friendly & helpful	9/4/2020 9:00 PM
134	Excellent	9/4/2020 5:54 PM
135	They arrived more than half an hour early at the billing address not the shipping address but all was resolved promptly.	9/4/2020 5:39 PM

Ash Logistics Customer Satisfaction - Autumn 2020

136	Hadn't heard if the delivery company but thought your steady comms were excellent, thank you	9/1/2020 10:19 PM
137	Very pleasant, no problems, very efficient. Thank you	9/1/2020 5:35 PM
138	Very polite helpful gentlemen. Thank you.	9/1/2020 5:33 PM