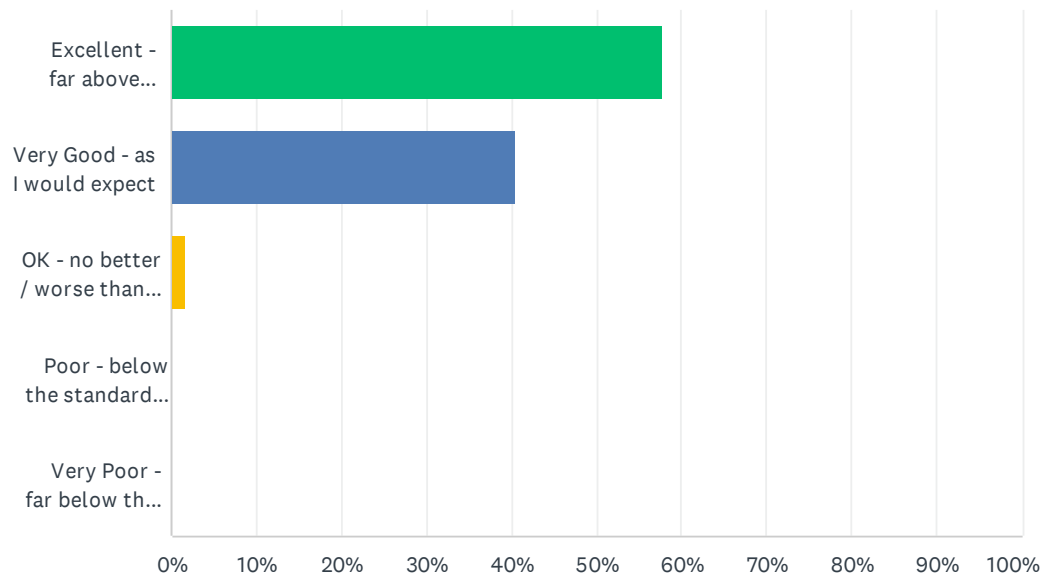


Q1 How would you rate the quality of service from Ash Logistics office staff in arranging your delivery / collection?

Answered: 784 Skipped: 2



ANSWER CHOICES	RESPONSES	
Excellent - far above expectations	57.78%	453
Very Good - as I would expect	40.43%	317
OK - no better / worse than other delivery companies	1.79%	14
Poor - below the standard expected	0.00%	0
Very Poor - far below the standard expected	0.00%	0
TOTAL		784

#	COMMENTS IF ANY	DATE
1	very professional at all times!	6/12/2023 4:55 PM
2	Very kind delivery guys	6/10/2023 4:40 PM
3	Really helpful	6/10/2023 7:59 AM
4	arrived at time stated	6/10/2023 7:32 AM
5	The communication before delivery to confirm the slot was great. The delivery was prompt and on time, and the gentleman that delivered the item was professional, courteous, and helpful.	6/10/2023 6:54 AM
6	asked for certain days of the week and you listened	6/9/2023 10:36 AM
7	Always returned my calls.	6/9/2023 7:14 AM
8	So great to be able to be in contact with a person.	6/8/2023 4:04 PM
9	So pleased very good	6/8/2023 10:15 AM
10	really helpful - we changed delivery address at the last minute	6/7/2023 9:01 AM
11	Left a really sensible voicemail with options of how to reply and arrange. Including being able to reply by email, so convenient	6/7/2023 7:35 AM

Ash Logistics Customer Satisfaction - Spring 2023

12	Cheerful & obliging delivery fellows.	6/7/2023 7:13 AM
13	Very pleasant	6/6/2023 5:58 PM
14	Informative and quick to respond	6/6/2023 6:33 AM
15	Contact was later than expected and a request for an update went unanswered	6/2/2023 9:12 AM
16	In time, polite, tidy and delivered and put the furniture in situ	6/2/2023 8:27 AM
17	Pre delivery phone call was courteous and thorough. Email received after the call states the wrong colour of my item. I emailed to ask someone to check that the right colour was indeed in the package and received a response within the hour saying that they'd checked and it was the correct colour - fantastic service!	6/1/2023 12:04 PM
18	Both the men were incredibly helpful and nothing was too much trouble.	6/1/2023 7:47 AM
19	Freindly, professional and on time	6/1/2023 6:32 AM
20	Brilliant delivery service	5/28/2023 5:04 PM
21	fantastic service lovely people	5/28/2023 2:02 PM
22	Excellent communication	5/27/2023 4:56 PM
23	Very good communication and delivery came much sooner than expected.	5/27/2023 4:55 PM
24	Efficient	5/26/2023 8:32 AM
25	The team is so responsive and try their best to take your requirements into account. Excellent communication as always.	5/25/2023 3:18 PM
26	Left at back door securely as instructed	5/25/2023 12:45 PM
27	So accommodating and friendly, even when under pressure due to fault on the part of a third party. They really helped us out.	5/25/2023 12:13 PM
28	Very quick to respond to any queries	5/25/2023 9:40 AM
29	Such a lovely delivery chap - excellent customer service	5/24/2023 6:51 AM
30	Friendly, arrived on time, delivered into house for me	5/24/2023 6:43 AM
31	Amazing- I received prompt, helpful replies to my queries	5/24/2023 6:42 AM
32	The delivery guys were fantastic	5/24/2023 6:42 AM
33	Helpful fririendly delivery	5/23/2023 8:39 AM
34	Honestly best delivery company ever you should be so proud of your delivery guys they so nice despite walking along way with my item due to difficult access they were so friendly and kind	5/23/2023 7:29 AM
35	On time very prompt	5/23/2023 7:25 AM
36	Very pleasant and helpful.	5/20/2023 9:54 PM
37	The delivery guy carried the goods all the way in, was so polite and helpful!! Amazing service.. thank you	5/19/2023 7:28 PM
38	The delivery crew were polite and very helpful.	5/19/2023 7:06 PM
39	Lovely guys, friendly and helpful	5/19/2023 5:37 PM
40	Only issue, emails went to my spam folder. Maybe a phone call or text would help too.	5/19/2023 9:31 AM
41	Re arranging the delivery slot was easy and straightforward and communication was clear and precise.	5/19/2023 6:12 AM
42	I did not realize that I had to confirm the slot - I would have expected only to respond if slit was inconvenient, hence the delay in my response	5/18/2023 9:34 AM
43	Perfect	5/18/2023 8:46 AM
44	Good communication	5/18/2023 5:47 AM
45	Really friendly and accommodating.	5/17/2023 7:38 AM
46	Emailed and text with times ect	5/17/2023 5:21 AM

Ash Logistics Customer Satisfaction - Spring 2023

47	Called in advance, accommodated times	5/16/2023 7:16 PM
48	Great guys and very obliging! Couldn't have been nicer!	5/12/2023 6:14 AM
49	Both men were friendly and efficient, definitely my best experience of a delivery team - thank you	5/11/2023 9:58 AM
50	Very professional 👍	5/11/2023 9:47 AM
51	Efficient, pleasant and v helpful	5/10/2023 7:17 AM
52	very quick in responding	5/7/2023 8:50 AM
53	I found the limited flexibility difficult at times as you must be in our area quite infrequently, but could accommodate on this occasion	5/5/2023 4:59 PM
54	Both guys were absolutely lovely	5/5/2023 4:56 PM
55	Delivery was all as planned, excellent communications throughout.t.	5/5/2023 3:36 PM
56	Polite and unpacked box and set in lounge area	5/5/2023 6:53 AM
57	Helped us get delivery on time, despite receiving the items late from the supplier	5/4/2023 5:19 PM
58	Polite & professional	5/4/2023 3:50 PM
59	Very happy with constant updates of delivery	5/4/2023 1:22 PM
60	By a distance, the best delivery service I have dealt with in a while. Clear instructions. Issued a 2 hour time window and stuck to it. Delivery driver took it up the stairs for me without hesitation	5/4/2023 1:10 PM
61	Clear communication well in advance of delivery and responsive. It would be ideal if Ash could provide an updated delivery time the night before delivery rather than on the day, if possible.	5/4/2023 11:16 AM
62	Reliable courteous and respectful	5/4/2023 11:13 AM
63	Awesome service with great communication	5/4/2023 9:07 AM
64	Excellent service lovely friendly people and so accommodating	5/4/2023 8:27 AM
65	I was impressed the delivery men carried the item upstairs for me. They were also very polite.	5/4/2023 7:59 AM
66	Great service wonderful guy's no complaints	5/4/2023 7:39 AM
67	Incredible communication. Couldn't have made the delivery and pick up any easier.	5/4/2023 7:31 AM
68	Helpful and polite	4/29/2023 3:40 PM
69	Friendly helpful and efficient	4/29/2023 11:07 AM
70	it was good to be able to do on email and not be put in an automated process	4/29/2023 8:27 AM
71	Took a very long time between you receiving the item and delivering it.	4/28/2023 8:39 PM
72	Speedy responses and clear emails.	4/28/2023 6:13 PM
73	Friendly guys!	4/28/2023 6:04 PM
74	Not sure who sets the prices but £40 wasca bit steep with all the options available	4/28/2023 11:51 AM
75	All emails were responded to within an hour	4/28/2023 11:06 AM
76	Very friendly delivered to the room we wanted	4/28/2023 9:17 AM
77	Very happy with the delivery. Clear communications, polite staff	4/28/2023 8:33 AM
78	Very helpful young men	4/28/2023 7:53 AM
79	Would have liked if we were given a more specific time slot on the day	4/26/2023 9:06 AM
80	Helpful and friendly staff, carried a heavy mattress upstairs and unpacked it for me. Thanks for a top service!	4/25/2023 2:51 PM
81	Fabulous pre-delivery service, very polite, clear instructions 10\10	4/22/2023 9:32 AM
82	Flexible, responsive and able to change delivery slot based on my schedule.	4/22/2023 8:44 AM

Ash Logistics Customer Satisfaction - Spring 2023

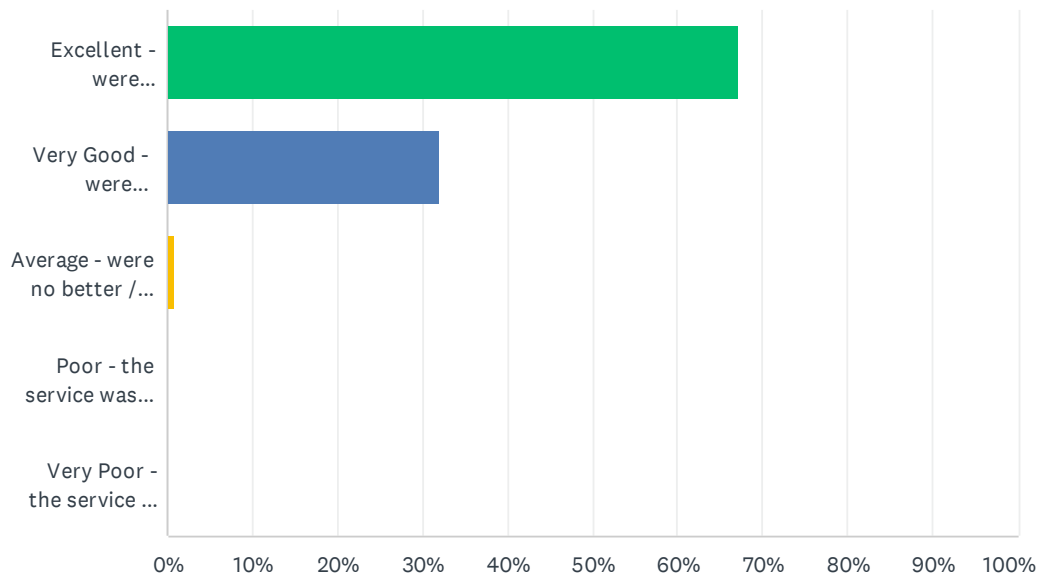
83	The men who delivered the couches were so professional and very polite. Thank you.	4/21/2023 8:49 PM
84	Helpful and respectful	4/21/2023 5:18 PM
85	It took slightly longer to arrange than I had anticipated	4/21/2023 7:04 AM
86	All done efficiently online	4/21/2023 6:34 AM
87	The items are very heavy and the gents delivering did a great job of taking them up 2 flights of stairs for me	4/20/2023 4:01 PM
88	Great friendly efficient service	4/20/2023 9:37 AM
89	Amazing so nice guys	4/20/2023 7:42 AM
90	Rang me half hour before arrival to give me an update, brilliant	4/20/2023 7:38 AM
91	Very polite and efficient staff. Thank you,	4/19/2023 9:33 AM
92	Responsive, tailored and human.	4/19/2023 7:34 AM
93	Very polite and helpful	4/19/2023 6:57 AM
94	Quick replies and options offered	4/19/2023 6:11 AM
95	Good communication.	4/16/2023 8:34 PM
96	Great communication, emailed delivery day, called on the day, arrived on schedule	4/15/2023 6:18 PM
97	first time I needed to confirm proposed timeslot of delivery before they confirmed. instructions were very clear on recorded message and also on email.	4/15/2023 8:26 AM
98	Efficient service	4/13/2023 9:52 AM
99	Good communication, quick to reply to emails, called ahead	4/13/2023 9:46 AM
100	Pre-delivery seemed long winded.	4/13/2023 8:45 AM
101	I always find the delivery men very polite and very helpful.	4/13/2023 8:01 AM
102	Great communication	4/13/2023 7:53 AM
103	Lovely friendly chaps. Efficient and polite	4/13/2023 7:38 AM
104	Very flexible	4/8/2023 7:12 PM
105	Perfect service 10/10	4/8/2023 4:48 PM
106	Had a text in advance with date of delivery and an approximate time - ie a.m. Then had a phone call from the driver, within that timescale with more specific time, which was accurate	4/6/2023 9:17 AM
107	The guys were very polite; brought the furniture into the house.	4/6/2023 9:03 AM
108	Efficient, professional, polite. Great customer service	4/6/2023 8:02 AM
109	Friendly helpful and professional	4/6/2023 7:04 AM
110	Very willing to fit delivery around my times. Arrived when they said they would	4/5/2023 7:52 AM
111	Appreciated the email system to confirm in advance whether a particular time slot was convenient	4/2/2023 11:00 AM
112	Very professional	4/1/2023 9:57 AM
113	Very friendly and helpful	3/31/2023 9:03 PM
114	Very professional	3/31/2023 6:49 PM
115	Phone calls did not get through to us about delivery	3/30/2023 11:59 AM
116	Two very willing to help men.	3/30/2023 9:45 AM
117	I would normally expect to hear slightly quicker than a week when a delivery is likely to be made.	3/30/2023 7:55 AM
118	Very efficient..polite ..spot on timing .	3/30/2023 7:23 AM
119	Friendly and helpful	3/28/2023 7:52 AM
120	Very nice and helpful and very polite	3/26/2023 6:50 PM

Ash Logistics Customer Satisfaction - Spring 2023

121	they rang me when they were 50 mins away	3/26/2023 10:11 AM
122	Very prompt and polite	3/26/2023 9:23 AM
123	Everything went like a dream - brilliant communication both with delivery time and dialogue beforehand. And the two guys who delivered my cabinet were fantastic. Professional and friendly and a joy to deal with.	3/25/2023 7:01 PM
124	Brilliant co-ordination. Delivered on time.	3/25/2023 10:24 AM
125	Great at communicating/ updating - efficient	3/25/2023 8:43 AM
126	You did exactly what you said you would.	3/25/2023 7:49 AM
127	But you need to look at your emails re your phoning as u was at work gave you my Partners and you still rang me I work in call centre and can't answer	3/19/2023 10:07 AM
128	I was not present myself but my partner said they were very polite, unpacked the cabinet and took away the rubbish. So overall very pleased.	3/18/2023 6:30 PM
129	Fast	3/18/2023 4:14 PM
130	It was great to communicate directly with the delivery people which meant I could rearrange delivery to a different address very easily.	3/18/2023 3:19 PM
131	Helped unpack and v friendly	3/18/2023 9:17 AM
132	Kind staff a pleasure to deal with	3/18/2023 8:29 AM
133	Quick, efficient, professional. Very good!	3/18/2023 8:08 AM
134	Friendly and patient and helpful	3/17/2023 12:44 PM
135	Good communication throughout	3/17/2023 5:57 AM
136	Great delivery service again	3/16/2023 2:08 PM
137	My desk was delivered well before I was expecting it to be which was great, communication was really good, service from the two men who delivered and installed the desk was excellent. Desk is beautiful!	3/16/2023 9:40 AM
138	Professional and clear on delivery	3/16/2023 9:10 AM
139	Very flexible and professional	3/16/2023 7:43 AM
140	Very efficient, polite and responsive	3/15/2023 8:24 AM
141	Prompt emails and replies	3/14/2023 10:11 AM
142	Communication from the start was excellent. Very clear and easily able to accommodate our requests.	3/14/2023 6:56 AM
143	Extremely helpful	3/14/2023 6:39 AM
144	excellent communication	3/10/2023 9:35 PM
145	Polite, friendly and careful not to mark hallway whilst delivering furniture.	3/10/2023 8:06 PM
146	very friendly and professional	3/10/2023 10:28 AM
147	BOTHERED TO CALL ME AHEAD	3/10/2023 9:27 AM
148	They kept me informed at all times. Called me before they came checking address thoroughly and diligently. Very friendly and professional	3/9/2023 9:16 PM
149	I could have missed the email asking me to confirm so wonder if a text might be beneficial	3/9/2023 9:26 AM
150	Friendliness and timeliness	3/9/2023 7:11 AM
151	Very efficient	3/8/2023 4:59 AM
152	Really nice guys and very efficient	3/7/2023 8:49 AM
153	Very efficient and friendly	3/4/2023 6:01 PM
154	Great customer care	3/4/2023 11:47 AM
155	On time, polite and friendly delivery driver.	3/4/2023 6:13 AM

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

Answered: 783 Skipped: 3



ANSWER CHOICES	RESPONSES	
Excellent - were professional to a level that far exceeded my expectations	67.18%	526
Very Good - were professional to a level I expect	32.06%	251
Average - were no better / worse than other delivery companies	0.77%	6
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		783

#	COMMENTS IF ANY	DATE
1	Very professional at all times!	6/12/2023 4:55 PM
2	Friendly, polite and took my goods to where i needed them.	6/10/2023 7:59 AM
3	friendly, nothing too much trouble,rang to advise delivery time, took away rubbish	6/9/2023 10:36 AM
4	Very friendly and unpacked my delivery for me saying it was "no trouble". Couldn't have been better!	6/9/2023 7:42 AM
5	Phoned me to say he was 10 mins away so I could drive home	6/8/2023 4:04 PM
6	Great delivery team who communicated really brilliantly and was a pleasure to deal with. Thank you!	6/7/2023 7:01 PM
7	Really friendly staff	6/7/2023 9:01 AM
8	Helped me with the packaging on a larger item and took it away for me. Really helpful. I was super grateful.	6/7/2023 7:35 AM
9	very helpful	6/6/2023 5:58 PM
10	Great communication pre delivery	6/6/2023 4:37 PM
11	Efficient, flexible and friendly	6/6/2023 6:33 AM

Ash Logistics Customer Satisfaction - Spring 2023

12	Polite and helpful	6/6/2023 6:25 AM
13	Very professional and courteous	6/2/2023 10:21 AM
14	Extremely courteous and friendly, placed item where needed	6/2/2023 9:12 AM
15	very professional and helpful	6/2/2023 8:48 AM
16	The delivery guys were exceptional!	6/1/2023 7:22 AM
17	On time , friendly and efficient delivery	6/1/2023 5:54 AM
18	Polite and efficient	5/28/2023 5:04 PM
19	Really helpful and no fuss taking away the packaging.	5/27/2023 4:56 PM
20	Very helpful	5/27/2023 4:55 PM
21	They were lovely polite and efficient	5/27/2023 3:08 PM
22	Friendly, polite, efficient.	5/26/2023 4:56 PM
23	Very helpful. Unwrapped, took away packaging and put legs on unit and brought in for me	5/26/2023 8:32 AM
24	The 2 delivery men were very professional, courteous and very good humoured, thank you	5/26/2023 6:52 AM
25	Great comms and professional/helpful staff	5/25/2023 3:18 PM
26	Lovely gentlemen!	5/25/2023 9:40 AM
27	Very much appreciated the call in advance as we'd had to leave for an unscheduled doctor's appt. I gave instructions if where to leave the parcel and it was all done exactly as I had asked. Thank you.	5/25/2023 8:39 AM
28	The crew were incredible. So friendly, polite, helpful and professional. I was blown away- thank you so much	5/24/2023 6:42 AM
29	Beyond helpful men	5/23/2023 8:33 AM
30	See above	5/23/2023 7:29 AM
31	Timely, very polite, helpful and careful	5/23/2023 7:27 AM
32	very helpful, polite and obliging. Took above average time and trouble swapping table-tops back and forth to get everything level	5/21/2023 6:30 AM
33	Lovely delivery men, very friendly and helpful.	5/19/2023 11:13 PM
34	Friendly and very helpful	5/19/2023 8:51 PM
35	Delivery crew were extremely nice, it is rare to find crew that are accommodating and friendly. We asked if it would be possible for them to take their shoes off and they immediately said yes).	5/19/2023 8:07 PM
36	Called to notify me in advance when they would be arriving. Were spot on with the time. Two man crew were friendly and efficient. Nothing seemed to be too much trouble. Delivery was as it should always be, but which is now sadly lacking with most other courier companies.	5/19/2023 7:02 AM
37	Both of the team were friendly and courteous and placed the item exactly where I needed it in the living room	5/19/2023 6:12 AM
38	Absolutely wonderful. Helped to carry sideboard up the fourth floor via a narrow hallway. Took boxing material with them. Great and freindly servcie. Thank you!	5/18/2023 9:34 AM
39	Lovely gentlemen very helpful and called to let me know the exact time. Very pleasant people.	5/18/2023 7:18 AM
40	Let us know when they were an hour away, turned up on time, took packaging away and left no mess. Delivery guy's professional and friendly. Put up with large over friendly dog. Moved very heavy objects into better position. Cannot fault them as excellent.	5/18/2023 5:47 AM
41	We had a decorator, a barking dog and my poorly daughter in the house. The guys were really good with my daughter and got everything stashed away in a corner due to the painting going on in the house. Couldn't have been better, and miles better than any other furniture delivery firm I have dealt with. Excellent!!	5/17/2023 7:38 AM
42	Brought package in to help	5/16/2023 7:16 PM
43	The driver was extremely polite and helpful. He called well in advance and was accurate	5/11/2023 9:05 AM

Ash Logistics Customer Satisfaction - Spring 2023

with his predicted time of arrival. And he smiled and looked like he enjoyed his job!

44	Really great guys who were very helpful and went above and beyond	5/11/2023 8:33 AM
45	Although product had to go back the two guys who delivered it were very professional and polite	5/9/2023 7:27 AM
46	much better than others and had a lot of deliveries via moving house this week..	5/7/2023 8:50 AM
47	helpful and pleasant crew	5/5/2023 5:32 PM
48	Totally professional, very customer centric.	5/5/2023 3:36 PM
49	Great service from the delivery team	5/5/2023 5:37 AM
50	The driver, Michael, was v helpful w excellent communication skills. He called me, politely listened to the requests as I wasn't in and the rang again to confirm where the parcel had been left. Excellent service which was appreciated	5/5/2023 12:06 AM
51	Boys were great and delivered our heavy item into the living room	5/4/2023 1:22 PM
52	He could not have done more. Excellent service	5/4/2023 1:10 PM
53	Luke and Carl are brilliant. They are careful, considerate, professional, helpful and friendly. They had delivered furniture to us in February and we were pleased to see them again yesterday. Because of them we would definitely choose Ash Logistics again if given the option. Please pass on this feedback to their managers as well as One World.	5/4/2023 11:16 AM
54	Superbly helpful especially with removal and disposal of packaging	5/4/2023 9:07 AM
55	Excellent and professional	5/4/2023 8:27 AM
56	Very good	5/4/2023 7:39 AM
57	Amazing, friendly and great communication.	5/4/2023 7:31 AM
58	Could not find fault	4/29/2023 11:07 AM
59	Friendly, knowledgeable, excellent service	4/28/2023 8:42 PM
60	Fantastic guys - cheerful and very helpful.	4/28/2023 8:39 PM
61	Carried to top floor for us, very grateful	4/28/2023 6:04 PM
62	Really helpful.	4/26/2023 1:57 PM
63	Took items to room - even though it was in the second floor of the house.	4/22/2023 8:44 AM
64	Really nice chaps delivered my item. Happy and friendly, it was a pleasure. Excellent service!	4/21/2023 8:54 PM
65	Would have preferred if the gentlemen could have assembled the console, but they did unpack it for me	4/21/2023 5:18 PM
66	Very polite, took their shoes off and were really careful with my furniture	4/20/2023 4:01 PM
67	They were so polite and patient	4/20/2023 7:42 AM
68	Very careful with the large box, extremely polite.	4/20/2023 7:38 AM
69	Took away the packaging which was a bonus!	4/20/2023 7:00 AM
70	Extremely polite, helpful gentlemen nothing too much of a problem for them . Thankyou.	4/19/2023 8:41 AM
71	I have to say that the call from the delivery men was super polite, it struck me how he th asked me specifically for the extra directions. They were also both very efficient and charming on delivery. Not your typical delivery experience!	4/19/2023 7:34 AM
72	Lovely gentleman - rang ahead	4/19/2023 6:57 AM
73	Didn't call with an eta, but office gave me one immediately when I asked, they said driver would call with an update near time but driver didn't call until they were outside the house	4/19/2023 6:11 AM
74	Polite gentleman, asked where to leave it conveniently for me instead of just dumping at the doorstep	4/15/2023 6:18 PM
75	I was a bit concerned about fragile item in the box so they proposed to have a look on it before they leave.	4/15/2023 8:26 AM

Ash Logistics Customer Satisfaction - Spring 2023

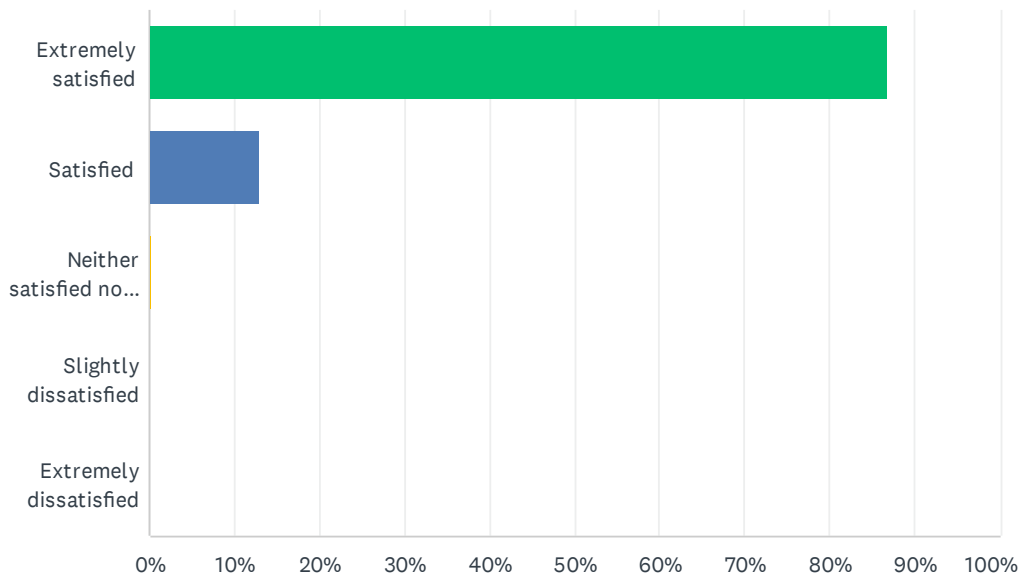
76	Took care in all aspects of the process and very well mannered	4/14/2023 7:52 AM
77	Friendly & helpful	4/13/2023 9:52 AM
78	Carried mirror in for me. Was very pleasant	4/13/2023 9:46 AM
79	They called me twice before delivery which was great but because it was Easter holidays I was busy with kids and didn't hear phone. I then saw a missed call but they didn't leave a message either time. It would have been great if theyd left messages to remind me they were coming soon	4/13/2023 8:56 AM
80	Guys delivering were good.	4/13/2023 8:45 AM
81	Very polite and helpful. The crew removed my item from the box for me which was a great help.	4/13/2023 7:53 AM
82	They were great. No fuss, quick and efficient, polite and took all the packaging with them.	4/8/2023 7:12 PM
83	Asked them to move furniture upstairs as we have a townhouse & it was no trouble at all	4/8/2023 5:24 PM
84	Very helpful and courteous	4/8/2023 12:04 PM
85	Really polite and helpful	4/7/2023 6:43 AM
86	Really nice delivery team. Very friendly and chatty; more than happy to erect the table. They asked me where I wanted it and then moved it slightly at my request. Waited until I had rubbed of some sticky marks just left from wrapping to make sure they came off; very respectful and offered to get rid of the packaging when they left.	4/6/2023 9:17 AM
87	Crew were brilliant, polite and friendly. Sofas were previously delivered by another company whose we're terrible. Tha Ash guys this time we're excellen.	4/5/2023 10:09 AM
88	Very helpful and pleasant	4/5/2023 8:41 AM
89	Very pleasant. Removed all packaging from furniture before bringing it in. Treated it with respect. Placed furniture just where we wanted.	4/5/2023 7:52 AM
90	Couldn't take packaging which was disappointing	4/2/2023 9:09 AM
91	Nice helpful guys	4/1/2023 10:37 AM
92	Very helpful and polite	3/31/2023 9:03 PM
93	The guys were superb. Phoned to let me know a time, on arrival were polite, helpful and made me feel like a valued customer. Keep these guys!	3/31/2023 6:29 PM
94	Cheerful helpful chaps	3/30/2023 11:59 AM
95	The same as above	3/30/2023 9:45 AM
96	They removed the package and carried the delivery in for us. Very polite and took package away.	3/30/2023 8:53 AM
97	Although slightly later than the time slot they went above and beyond to get the delivery to the room as my stairs are very difficult.	3/30/2023 7:55 AM
98	Very helpful bringing item upstairs .	3/30/2023 7:23 AM
99	Checked where the furniture was being taken and carefully carried thru the house	3/28/2023 7:52 AM
100	They called 25 mins before they were due to arrive which was extremely helpful so I could put the very Barky dogs in the dog room	3/28/2023 7:02 AM
101	Nice guys but one of them made a homophobic gesture probably not realising that I was gay	3/27/2023 4:33 PM
102	Marvellous	3/26/2023 6:50 PM
103	They helped assembled our heavy table. My husband had a back surgery a few days prior and I will have had to do dining table with our 2 young children. The crew did not hesitate to help us with this. We were extremely grateful. We cannot thank them enough.	3/26/2023 12:03 PM
104	As above - world class!	3/25/2023 7:01 PM
105	Always friendly! (I've had a few deliveries from you recently). Also removed packaging for me	3/25/2023 9:31 AM
106	Friendly and efficient	3/25/2023 8:43 AM
107	Definitely one of the best	3/25/2023 8:15 AM

Ash Logistics Customer Satisfaction - Spring 2023

108	Polite, helpful, good attitude.	3/25/2023 7:49 AM
109	Very nice young men	3/18/2023 7:07 PM
110	friendly and courteous	3/18/2023 4:14 PM
111	Very polite and respectful. Carried chair to 4th floor.	3/18/2023 3:28 PM
112	Communication was very good. I was called to say they were 30 mins away.	3/18/2023 3:19 PM
113	Great	3/18/2023 3:13 PM
114	Great	3/18/2023 9:17 AM
115	Professional, clean, friendly	3/18/2023 8:29 AM
116	Helpfully phoned when he was 30 mins away. B good communication: much appreciated	3/18/2023 8:08 AM
117	Very friendly and helpful. Lovely delivery men. Service with a smile.	3/17/2023 4:04 PM
118	Put large item in place (i am disabled) and unwrapped for me to check for damage. Sergio & mate very polite & obliging	3/17/2023 5:57 AM
119	Friendly and helpful	3/16/2023 9:10 AM
120	Very personable and friendly	3/16/2023 7:43 AM
121	I really appreciated the phone call to say what time my items would be delivered	3/16/2023 7:23 AM
122	Thanks for offering to take packaging off and away too!	3/16/2023 7:07 AM
123	Very careful and considerate	3/15/2023 8:24 AM
124	Very polite and helpful delivery people	3/15/2023 6:50 AM
125	Unit was upside down - did not correpond to picture on the outside and so they kindly turned it for me	3/14/2023 10:11 AM
126	Appreciated the accurate and timely updates. Team who delivered mattress were prompt and friendly.	3/14/2023 6:56 AM
127	very polite	3/10/2023 9:35 PM
128	Called half hour before, spoke clearly and arrived exactly the time stipulated. Both delivery guys where exceptional!	3/10/2023 8:06 PM
129	I am used to buying at John Lewis. The logistics is so bad with John Lewis I stopped buying. I tried Graham and Greene. Ash Logistics exceeded my expectations. I don't have to be concerned for the first time with a delivery company. They were so careful, courteous and professional to another level not normal in the 21st Century. I hope Ash Logistics deliver all my furniture purchases.	3/9/2023 9:16 PM
130	Superb lads	3/9/2023 9:26 AM
131	They were lovely helpful men	3/9/2023 8:22 AM
132	Really helpful, very polite	3/9/2023 7:02 AM
133	Excellent, I had no chance of getting the mattress up the stairs, but helped me get it to the room	3/8/2023 8:06 AM
134	Very helpful service.	3/8/2023 5:16 AM
135	Very professional and polite and efficient, helpful that they phoned to let me know the time of delivery	3/8/2023 4:59 AM
136	Friendly and helpful	3/4/2023 11:47 AM
137	Good communication in terms of calling	3/4/2023 6:13 AM

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

Answered: 781 Skipped: 5



ANSWER CHOICES	RESPONSES	
Extremely satisfied	86.81%	678
Satisfied	13.06%	102
Neither satisfied nor dissatisfied	0.13%	1
Slightly dissatisfied	0.00%	0
Extremely dissatisfied	0.00%	0
TOTAL		781

#	COMMENTS IF ANY	DATE
1	Very responsive and timely to my queries	6/10/2023 7:15 AM
2	best delivery company i have dealt with	6/9/2023 10:36 AM
3	Personable excellent service.	6/8/2023 4:04 PM
4	makes a change tbh - a good solid UK Co	6/7/2023 9:01 AM
5	Really great service. Better than a lot of others!	6/7/2023 7:35 AM
6	My only qualification is that it would have been helpful to have been given earlier in the day some idea of the expected delivery time within our 4 hour slot. That said, the delivery was punctual.	6/7/2023 7:13 AM
7	Beautiful furniture	6/6/2023 5:58 PM
8	Polite staff from the office and the delivery drivers	6/6/2023 4:37 PM
9	The two guys who delivered our sofa today (to BN1 6NG) were great. Access was a bit tricky but they took it round the side gate and were really helpful / made sure it got in OK.	6/6/2023 6:26 AM
10	On time, contacted before delivery with ETA	6/6/2023 6:25 AM
11	great communication	6/2/2023 8:48 AM

Ash Logistics Customer Satisfaction - Spring 2023

12	best delivery company I have experienced	5/28/2023 2:02 PM
13	If only all delivery firms were like Ash logistics	5/27/2023 4:56 PM
14	Nice that delivery crew kept me updated with delivery time on the day	5/26/2023 9:20 AM
15	Spot on	5/26/2023 8:32 AM
16	One of the best delivery companies. I'm an Interior Designer so have a lot of deliveries but Ash are probably the best	5/25/2023 3:18 PM
17	Courteous, on time , thoughtful, couldn't ask for more.	5/24/2023 8:59 AM
18	I would recommend Ash Logistics every time	5/24/2023 6:42 AM
19	Brilliant wish they delivered more stuff rather than the rubbish company EVRI	5/23/2023 7:29 AM
20	Amazing communication	5/21/2023 8:59 AM
21	As above. :)	5/19/2023 6:12 AM
22	Beautiful sideboard! We are very happy.	5/18/2023 9:34 AM
23	Very friendly and helpful staff	5/18/2023 9:08 AM
24	Would definitely recommend	5/18/2023 5:47 AM
25	The delivery men went above & beyond! Many Thanks 😊	5/17/2023 11:43 AM
26	See above. Excellent!	5/17/2023 7:38 AM
27	Drivers were extremely helpful- many thanks	5/17/2023 5:21 AM
28	Lovely guys	5/16/2023 7:16 PM
29	First dealing with this company and very impressed kept me informed throughout, which I appreciate, well done	5/11/2023 9:47 AM
30	Ash logistics take delivery up to another level...	5/11/2023 9:41 AM
31	Always efficient delivery	5/10/2023 11:40 AM
32	prompt emails and follow up	5/5/2023 5:32 PM
33	No hesitation in recommending Ash Logistics.	5/5/2023 3:36 PM
34	Couriers were very helpful and took away the packaging which was a great help.	5/5/2023 12:17 PM
35	Efficient friendly service. Thank you.	5/5/2023 8:20 AM
36	The delivery was on time, efficient, and friendly. Thank you.	5/5/2023 7:45 AM
37	Great quality item very happy from start to end of our order.	5/4/2023 1:22 PM
38	I would be delighted if more companies used you	5/4/2023 1:10 PM
39	Everything has gone smoothly, and we very much appreciate the fact that Ash Logistics provides delivery to the location of choice in the house - even if that is up a flight of stairs - and provides for removal of packing materials. It's a great, well-rounded service that any UK furniture or large goods supplier should seriously consider using if they wish to build customer loyalty.	5/4/2023 11:16 AM
40	Highly recommended	5/4/2023 9:07 AM
41	Very professional and accommodating	5/4/2023 8:27 AM
42	Super service you are kept informed of delivery dates and time slots. The delivery team was very helpful and really great!	5/4/2023 7:31 AM
43	I wish Ash Logistics could deliver all my parcels.	5/4/2023 7:31 AM
44	The delivery men were extremely helpful and really polite. Thank you!	4/30/2023 8:05 AM
45	Professional and friendly service. Handled furniture with care. Thank you.	4/29/2023 9:02 AM
46	The delay and lack of communication initially was a bit frustrating but once the date was set it all went very smoothly - thank you.	4/28/2023 8:39 PM
47	The guys put my table together for me because it was too heavy for me to do and I live on my own. They took all the packaging away too. It was so kind and really meant a lot to me	4/28/2023 6:32 PM

Ash Logistics Customer Satisfaction - Spring 2023

	because I don't know how I would have built it on my own	
48	Communication and delivery was great.Thank you	4/27/2023 8:11 AM
49	We were kept informed throughout the delivery process. The consignment was delivered within the agreed timeframe by a polite and considerate crew.	4/26/2023 8:03 AM
50	Very well packed and protected furniture	4/26/2023 6:32 AM
51	Really happy with everything, good communication and delivered with a smile. Very much appreciated!	4/21/2023 8:54 PM
52	Great communication and delivered on time with no issues.	4/21/2023 5:08 PM
53	Was kept well informed of delivery and also got a phone call before delivery	4/21/2023 2:16 PM
54	Great delivery team	4/20/2023 4:01 PM
55	Best delivery ever	4/20/2023 7:42 AM
56	Very professional, not like some of the others who don't even speak.	4/20/2023 7:38 AM
57	Delivered when they said they would, called beforehand so I knew the time of arrival and the item was in perfect condition. Very satisfied.	4/19/2023 9:01 AM
58	It's a shame more companies don't use them for delivering their products.	4/19/2023 8:41 AM
59	Both men were very polite	4/19/2023 8:01 AM
60	Can you take over DPD?	4/19/2023 7:34 AM
61	Would recommend	4/19/2023 6:57 AM
62	Good delivery within 4 hr window and good office comms but driver comms could have been better	4/19/2023 6:11 AM
63	Called before, carried all the way up to 3rd floor, took great care of the chair and my flat while also being kind and friendly	4/16/2023 11:24 AM
64	Easy, efficient, professional	4/15/2023 6:18 PM
65	Easy and efficient delivery	4/14/2023 7:40 AM
66	Would recommend	4/13/2023 9:52 AM
67	Delivery guys were professional and keen to help, albeit they were busy.	4/13/2023 8:45 AM
68	Unusual nowadays to have such excellent efficient service from delivery companies	4/13/2023 6:53 AM
69	This table came without the hole in the marble top necessary to screw the table to its top.	4/9/2023 9:33 AM
70	My only comment is that I would love to see my delivery wrapped in a lot LESS plastic!	4/6/2023 1:41 PM
71	Excellent service all round.	4/6/2023 9:17 AM
72	Really good to see 2 guys who engaged the customer.	4/6/2023 9:03 AM
73	Keep up the excellent work guys !!	4/6/2023 8:21 AM
74	Excellent service	4/5/2023 7:52 AM
75	Can't wait to buy something else	3/31/2023 9:03 PM
76	Fantastic and helpful staff	3/30/2023 12:04 PM
77	As above.	3/30/2023 9:45 AM
78	The delivery guys have been amazing - this is the second delivery they have made and they have always been brilliant	3/30/2023 9:05 AM
79	Would def recommend them ..couldn't fault them .thank you for great service	3/30/2023 7:23 AM
80	So good you could not improve upon	3/26/2023 6:50 PM
81	Please, please could you inform the crew that delivered our item how grateful we are. We didn't expect it and their kindness was received with heartfelt thanks.	3/26/2023 12:03 PM
82	lovely guys very polite and took care around my property	3/26/2023 10:11 AM
83	Very good driver called to say he was 20 mins away which is always helpful!	3/26/2023 8:50 AM

Ash Logistics Customer Satisfaction - Spring 2023

84	Would recommend again and again. An exceptional service, thank you all so much. Suzi	3/25/2023 7:01 PM
85	My preferred delivery company. Faultless!	3/25/2023 10:24 AM
86	Thank you. The best delivery company I've had dealings with as a customer.	3/25/2023 9:31 AM
87	Thank you for an excellent service. Sadly this is becoming an exception in the post Covid world.	3/25/2023 7:49 AM
88	Very pleasant team of four men performed the difficult task of carrying a very heavy wardrobe to our first floor apartment--in a Victorian building - it was challenging but they coped excellently	3/25/2023 7:30 AM
89	Very impressed I got a call 20 mins before arrival. Very pleasant guy	3/18/2023 6:47 PM
90	10/10	3/18/2023 4:14 PM
91	Very impressed by their service. Would highly recommend	3/18/2023 8:08 AM
92	Thank you for being patient as we tried to find the right date for the delivery	3/17/2023 2:17 PM
93	Good team	3/17/2023 5:57 AM
94	Excellent service	3/16/2023 8:47 AM
95	Wouldn't hesitate to use again	3/16/2023 7:43 AM
96	Great!	3/16/2023 6:43 AM
97	Brilliant! Easy process, fast to respond, the delivery guys themselves nice and helpful. Top service!	3/15/2023 6:36 AM
98	I had 9 different deliveries on the same day. Ash was one of the better ones we dealt with - mainly due to regular updates.	3/14/2023 6:56 AM
99	Friendly and professional team. Thank you,	3/13/2023 4:58 PM
100	Very helpful and cheerful delivery men	3/11/2023 4:08 PM
101	Only wish all deliverers where this professional, polite and considerate!	3/10/2023 8:06 PM
102	EFFICIENT COMMUNICATION AND FRIENDLY	3/10/2023 9:27 AM
103	This particular crew should get a bonus. They are a credit to their company at a time when logistics usually lets a product down.	3/9/2023 9:16 PM
104	Excellent experience, thank you very much.	3/9/2023 5:59 AM
105	Extremely professional men who delivered.	3/8/2023 6:34 AM
106	Much better than other deliveries from other companies. More professional, polite, efficient and helpful.	3/8/2023 4:59 AM
107	Great communications	3/7/2023 8:49 AM
108	Pleasant & professional service	3/7/2023 6:10 AM
109	Very helpful delivery men	3/4/2023 4:30 PM
110	Very professional, Great customer care	3/4/2023 11:47 AM
111	The lads did a great job getting a very heavy coffee table up a tight flight of stairs - thanks!	3/4/2023 9:22 AM
112	Excellent delivery guy	3/4/2023 7:57 AM
113	Excellent service delivery staff very professional thanks	3/4/2023 6:52 AM