

World Class Service!

Customers rate Advance Groups service at 92.9%!!!

For the last 6 months, The Advance Group has been measuring its service levels to all its Customers as part of an ongoing effort to provide the most comprehensive and quality service in the industry.



Advances '20 second survey' measured issues important to its Customers, including 'Engineers helpfulness', 'providing an expected time of arrival' and 'how we managed the Customers call in the office'.

Advance are delighted with the outcome of the survey, a 92.9% total satisfaction is an awesome result. Here's what a few of our customers had to say...

"Fantastic person, quick and efficient, very clearly explains any issues. Always does a good job"

"Always very helpful, friendly, approachable and knowledgeable"

"Very clean, did not interfere with the work in the kitchen"

However, Advance regards acting on the areas highlighted for improvement as equally as important, which is now very much the focus. Advance has set itself the challenge of achieving a 95% total satisfaction score, and we're confident we can do it!

We would like to take this opportunity to thank all Customers who participated in the survey. Your feedback and support helps Advance to provide a consistent and improved service.

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Advance Catering Equipment is part of the Advance Group. For more information contact marketing@advance-catering.co.uk or free phone 0800 597 7427 or visit www.advancegroupuk.co.uk



*'Delivering Innovation,
Providing Peace of Mind'*

