



Kitchen Customer Service of the Year

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Samantha Holden from Wright Kitchens picks up the Kitchen Customer Service of the Year award. Host Steph McGovern (left) and Häfele chief commercial officer Lee Dicey (right).

WINNER Wright Kitchens Harlow

The Mystery Shopper says:

"Located on an inauspicious industrial estate called The Stow, the shop was delightful. They'd had a flood just before my visit and must have apologised around four times for the state of part of the floor. But it didn't mar their products, service or experience. They are a family-run business and are proud that their kitchen products are, as far as possible, all sourced from local, family-run traders. I'd trust them to create a lovely and durable locally-produced kitchen, installed with care and sensitivity. What more could you ask for?"



FINALISTS



Bridgewater Interiors Gateshead

The Mystery Shopper says: "It's quality rather than quantity that counts at this immaculate showroom. By focusing on only four Neptune collections, customers can appreciate the attention to detail, expertise and planning that has gone into each range. I couldn't fault the showroom. Each display was beautifully styled, even inside the cupboards. It even smelled amazing! Overall the impressive knowledge of staff, combined with an immaculate showroom, gives customers the reassurance that you'll receive an impeccably designed kitchen built to last."



Nicholas Anthony Cambridge

The Mystery Shopper says: "Located in a large, glass-fronted shop in the heart of Cambridge, this showroom oozed glamour and sophistication. Not only did the large kitchen light reflected in the window draw my eye into the shop, but the smell of citrus and fresh wood was very appealing. There was no hard sell going on at all – I was given space to walk around the beautifully laid-out space with the knowledge that the staff were very happy to help me, if required. This shop is polished to perfection and I was left feeling very impressed."



Mode Designer Kitchens Stoke

The Mystery Shopper says: "The sheer volume of choice in this showroom was impressive. If that wasn't enough, the level of service simply won out over other showrooms that I visited in Stoke. The lengths to which they are willing to go to make sure their customers are happy is out of this world. And even though I explained that I wasn't ready to buy just yet, that didn't diminish the service the sales assistant still offered when he showed me around the displays and explained what they could offer me if I decided to come back to them."