

Company Name: Ash Brook Funeral Directors Primary Trade: Funeral Services - Funeral Directors/Undertakers
Distance from you: 0.00Miles Contact Name: Terina Dance
Full Address: Mulfords Hill

Tadley
Hampshire

Postcode: RG26 3JE Contact Telephone: 01189 821111
Contact Email: info@ashbrookfunerals.com Contact Fax:
Company Website: http://www.ashbrookfunerals.com
Company Number: Contact Mobile:
Comments:

Location map:



Services Provided:

- Funeral Services - Funeral Directors/Undertakers

Traders Overall Rating:  10 Points

Number of reviews: 10

Customer Service					
Quality of Work/Service					
Punctuality / Efficiency / Time Taken					

Comments from consumers who have used this trader

04-Feb-2020	Attentive, caring, thoughtful and respectful; nothing was too much trouble to arrange my mothers funeral. Highly recommend.
11-Apr-2019	At a time of sadness and confusion, Tenna & her team showed compassion & gently covered all the necessary actions to run my mother's funeral smoothly.
23-Nov-2018	All staff members were very polite/helpful/respectful in a difficult time for myself & family. Nothing was too much trouble. Excellent all round.
23-Oct-2018	Impeccable
17-Aug-2018	Absolutely amazing service really delivered a personal & tailored service for our needs. Fantastic customer service highly recommended.
30-Jul-2018	The service were of the highest order served with compassion for the occasion throughout.
24-Jul-2018	Excellent service. Made everything so straight forward. nothing was too much trouble.
18-Jul-2018	Brilliant service, Through what was a difficult time. Kind, Professional, smart and considerate.
17-Aug-2016	I would like to take this opportunity, to pass on a big THANK YOU, to all at Ash Brook Funeral Directors. Unfortunately, nowadays, we rarely seem to have the opportunity to highlight outstanding client care. However, I am happy to say, that in your case, I am in a position to do so. Initially, I contacted a number of Funeral Directors with a view to them arranging my father's funeral. I was looking to use one which was local to me, however, after making contact, was not impressed with their services/attitude. Therefore, I looked a little further afield, and found you in Tadley. From my initial email to you, (requesting information & prices), to our arranging for you to come and visit me, I have been extremely impressed with the level of service you have offered. In today's busy environment, it has been extremely convenient for me, to be able to arrange the vast majority of the details via email. You have regularly updated me, (via email & phone), and your personal visit, meant you could talk me through

the options available. You have been there to "hold my hand" when necessary, as this is the first funeral that I have personally been involved with organising. I have found that it's a steep learning curve, so it is imperative to have a Funeral Director that you feel comfortable with. Although you offered me various options, I can say, hand on heart, that I never once felt like I was being "up sold". Indeed, on a number of occasions it was you, that were recommending doing, or not doing things to save money. The other Funeral Directors that I initially contacted, appeared to me, to be "stuck in the past", and frankly less than professional. They also sold everything as a package, and there were certain things I did not want, as it was to be a "simple funeral". You have demonstrated total flexibility throughout. I was very pleased with the quality of the Order of Service that you produced, (everybody commented on it!), and the ease of putting together the actual service. We wanted a very simple service, and in all aspects you met and exceeded our expectations! It was also wonderful, that you even took away the hassle of arranging the wake after the funeral. Using your local knowledge, you made suggestions on establishments, the buffet, liaised with the caterers, in a nutshell "you organised everything for us! In conclusion, from start to finish, you and your team have been very easy to deal with. You were competitively priced, but most importantly, you took away all the hassle, and made things really simple to understand and easy for us. Thank you for all your efforts at what is obviously an emotional and stressful time.

Caring, very helpful service which took the necessary practical jobs away from us at a difficult time. As a consequence everything went smoothly. Thank you

10-Aug-2016