

Flesh + Graham + Shawe



# ROSE REMOVALS AND STORAGE of DEVON



DOMESTIC • OVERSEAS • BUSINESS • STORAGE

STATION BUSINESS PARK • LAPPORD • CREDITON • DEVON EX17 6AH • Telephone 01363 83700 • Fax 01363 83747  
www.roseremovals.co.uk • E-mail: info@roseremovals.co.uk

## QUALITY QUESTIONNAIRE

This questionnaire is the best way Rose Removals has of continuously monitoring the service we provide. If you could find time to complete the few questions below and return it to us in the reply paid envelope we would be most grateful.

CLIENT'S NAME Carole/Philip Parsons REMOVAL DATE 02-11-2022

DESTINATION TOWN / CITY / VILLAGE Ex Gloucester

Please rate your service satisfaction as follows:

1 Very Dissatisfied  
4 Very Satisfied

2 Somewhat Dissatisfied  
5 Extremely Satisfied

3 Satisfied

	1	2	3	4	5
Was your 1st contact friendly, helpful and professional					<input checked="" type="radio"/>
How satisfied were you with the Office staff and overall communication					<input checked="" type="radio"/>
Was the Estimator punctual, polite and informative					<input checked="" type="radio"/>
Did the crew arrive punctually on the day of your move					<input checked="" type="radio"/>
Were the crew presentable and polite					<input checked="" type="radio"/>
Did the crew handle your goods with care and attention					<input checked="" type="radio"/>
How satisfied were you with the overall service you received					<input checked="" type="radio"/>

How likely are you to use our service again and / or recommend us to others

Very Unlikely

Somewhat Unlikely

Likely

Very Likely

Extremely Likely

Please provide any additional comments below. Please note that these may be used as reviews on our website

Very friendly removers, nothing too much trouble.  
Many thanks.

Tom  
Seam  
Pass  
Sames



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CLIENT'S NAME ANNE BARNES REMOVAL DATE 1/11/22  
DESTINATION TOWN / CITY / VILLAGE CHAGFORD

Please rate your service satisfaction as follows:

1 Very Dissatisfied	2 Somewhat Dissatisfied	3 Satisfied			
4 Very Satisfied	5 Extremely Satisfied				
Was your 1st contact friendly, helpful and professional	1	2	3	4	5
How satisfied were you with the Office staff and overall communication	1	2	3	4	5
Was the Estimator punctual, polite and informative	1	2	3	4	5
Did the crew arrive punctually on the day of your move	1	2	3	4	5
Were the crew presentable and polite	1	2	3	4	5
Did the crew handle your goods with care and attention	1	2	3	4	5
How satisfied were you with the overall service you received	1	2	3	4	5

How likely are you to use our service again and / or recommend us to others

Very Unlikely	<input type="checkbox"/>
Somewhat Unlikely	<input type="checkbox"/>
Likely	<input type="checkbox"/>
Very Likely	<input type="checkbox"/>
Extremely Likely	<input checked="" type="checkbox"/>

Please provide any additional comments below. Please note that these may be used as reviews on our website

The team of four who moved us were very good. They were friendly + helpful throughout the 2 days of the move. Thank you.



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CLIENT'S NAME Mr. FRANK PHILIP REMOVAL DATE 28-10-2022

DESTINATION TOWN / CITY / VILLAGE TIVERTON

Please rate your service satisfaction as follows:

1 Very Dissatisfied  
4 Very Satisfied

2 Somewhat Dissatisfied  
5 Extremely Satisfied

3 Satisfied

Was your 1st contact friendly, helpful and professional

1 2 3 4 5

How satisfied were you with the Office staff and overall communication

1 2 3 4 5

Was the Estimator punctual, polite and informative

1 2 3 4 5

Did the crew arrive punctually on the day of your move

1 2 3 4 5

Were the crew presentable and polite

1 2 3 4 5

Did the crew handle your goods with care and attention

1 2 3 4 5

How satisfied were you with the overall service you received

1 2 3 4 5

How likely are you to use our service again and / or recommend us to others

Very Unlikely

Somewhat Unlikely

Likely

Very Likely

Extremely Likely

Please provide any additional comments below. Please note that these may be used as reviews on our website

The day of our removal was brilliant thanks to the personnel of your company, especially when we had problems getting keys, they were VERY Kind and considerant.

Wonderful Service (Simply the best)

Thank You.

ash + Luke + Graham + ~~Mark~~ shane



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CLIENT'S NAME PAUL DAVIS..... REMOVAL DATE 27.10.2022

DESTINATION TOWN / CITY / VILLAGE BRIDGWATER

Please rate your service satisfaction as follows:

1 Very Dissatisfied	2 Somewhat Dissatisfied	3 Satisfied	4 Very Satisfied	5 Extremely Satisfied
Was your 1st contact friendly, helpful and professional				5
How satisfied were you with the Office staff and overall communication				5
Was the Estimator punctual, polite and informative				5
Did the crew arrive punctually on the day of your move				5
Were the crew presentable and polite				5
Did the crew handle your goods with care and attention				5
How satisfied were you with the overall service you received				5

How likely are you to use our service again and / or recommend us to others

Worth every penny. Would not hesitate to use Rose Removals in the future. Brilliant Service.

Very Unlikely	<input checked="" type="checkbox"/>
Somewhat Unlikely	<input type="checkbox"/>
Likely	<input type="checkbox"/>
Very Likely	<input type="checkbox"/>
Extremely Likely	<input checked="" type="checkbox"/>

Please provide any additional comments below. Please note that these may be used as reviews on our website

Moving can be so stressful but this fabulous group of guys made the whole move so much easier. Friendly, polite and helpful throughout. They worked so hard from start to finish. They are a fantastic credit to your company.

Loss  
3am  
akley  
shawn



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CLIENT'S NAME PAMELA MARSHALL REMOVAL DATE 26/10/22

DESTINATION TOWN / CITY / VILLAGE TOPSHAM

Please rate your service satisfaction as follows:

1 Very Dissatisfied  
4 Very Satisfied

2 Somewhat Dissatisfied  
5 Extremely Satisfied

3 Satisfied

Was your 1st contact friendly, helpful and professional	1	2	3	4	5
How satisfied were you with the Office staff and overall communication	1	2	3	4	5
Was the Estimator punctual, polite and informative	1	2	3	4	5
Did the crew arrive punctually on the day of your move	1	2	3	4	5
Were the crew presentable and polite	1	2	3	4	5
Did the crew handle your goods with care and attention	1	2	3	4	5
How satisfied were you with the overall service you received	1	2	3	4	5

How likely are you to use our service again and / or recommend us to others

- Very Unlikely
- Somewhat Unlikely
- Likely
- Very Likely
- Extremely Likely

Please provide any additional comments below. Please note that these may be used as reviews on our website



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CLIENT'S NAME JANIS & PETER FAIRFAX REMOVAL DATE 24/10 - 26/10  
DESTINATION TOWN / CITY / VILLAGE WARMINGTON

Please rate your service satisfaction as follows:

1 Very Dissatisfied  
4 Very Satisfied

2 Somewhat Dissatisfied  
5 Extremely Satisfied

3 Satisfied

	1	2	3	4	5
Was your 1st contact friendly, helpful and professional					<input checked="" type="checkbox"/>
How satisfied were you with the Office staff and overall communication					<input checked="" type="checkbox"/>
Was the Estimator punctual, polite and informative					<input checked="" type="checkbox"/>
Did the crew arrive punctually on the day of your move					<input checked="" type="checkbox"/>
Were the crew presentable and polite					<input checked="" type="checkbox"/>
Did the crew handle your goods with care and attention					<input checked="" type="checkbox"/>
How satisfied were you with the overall service you received					<input checked="" type="checkbox"/>

How likely are you to use our service again and / or recommend us to others

Very Unlikely

Somewhat Unlikely

Likely

Very Likely

Extremely Likely

Please provide any additional comments below. Please note that these may be used as reviews on our website

we already did full review online for you. welcome to use all info etc...  
Thank you all

Andy  
JAMIE



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CLIENT'S NAME BERTRAM REMOVAL DATE 24 - 26 OCTOBER

DESTINATION TOWN / CITY / VILLAGE BRISTOL -> EXETER

Please rate your service satisfaction as follows:

- 1 Very Dissatisfied
- 2 Somewhat Dissatisfied
- 3 Satisfied
- 4 Very Satisfied
- 5 Extremely Satisfied

Was your 1st contact friendly, helpful and professional	1	2	3	4	5
How satisfied were you with the Office staff and overall communication	1	2	3	4	5
Was the Estimator punctual, polite and informative <u>N/A</u>	1	2	3	4	5
Did the crew arrive punctually on the day of your move	1	2	3	4	5
Were the crew presentable and polite	1	2	3	4	5
Did the crew handle your goods with care and attention	1	2	3	4	5
How satisfied were you with the overall service you received	1	2	3	4	5

How likely are you to use our service again and / or recommend us to others

Very Unlikely

Somewhat Unlikely

Likely

Very Likely

Extremely Likely

Please provide any additional comments below. Please note that these may be used as reviews on our website

Andy and Jamie were both very friendly and helpful at all points during our 3-day move. They made the process go very smoothly. The service from all Rose Removals staff was excellent.



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CLIENT'S NAME DAVID WOBIACTI REMOVAL DATE 24-6-22

DESTINATION TOWN / CITY / VILLAGE CREDITON

Please rate your service satisfaction as follows:

1 Very Dissatisfied  
4 Very Satisfied

2 Somewhat Dissatisfied  
5 Extremely Satisfied

3 Satisfied

	1	2	3	4	5
Was your 1st contact friendly, helpful and professional					<input checked="" type="checkbox"/>
How satisfied were you with the Office staff and overall communication					<input checked="" type="checkbox"/>
Was the Estimator punctual, polite and informative				<input checked="" type="checkbox"/>	<input type="checkbox"/>
Did the crew arrive punctually on the day of your move					<input checked="" type="checkbox"/>
Were the crew presentable and polite					<input checked="" type="checkbox"/>
Did the crew handle your goods with care and attention					<input checked="" type="checkbox"/>
How satisfied were you with the overall service you received					<input checked="" type="checkbox"/>

How likely are you to use our service again and / or recommend us to others

- Very Unlikely
- Somewhat Unlikely
- Likely
- Very Likely
- Extremely Likely

Please provide any additional comments below. Please note that these may be used as reviews on our website