



ROSE REMOVALS AND STORAGE of DEVON



DOMESTIC • OVERSEAS • BUSINESS • STORAGE

STATION BUSINESS PARK • LAPPORD • CREDITON • DEVON EX17 6AE • Telephone 01363 83700 • Fax 01363 83747
www.rosereovals.co.uk • E-mail: info@rosereovals.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 MRS. S. MEAD. REMOVAL DATE 17.01.2023.

DESTINATION TOWN / CITY / VILLAGE SOUTHEND-ON-SEA.

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

crew were absolutely 1st class.
after long journey, stayed cheerful
& polite throughout.

Flash + Oakley



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CLIENT'S NAME DAVID BAKER REMOVAL DATE 12-1-23

DESTINATION TOWN / CITY / VILLAGE BARNSTAPLE

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

EXCELLENT SERVICE

Kieran
Jamie



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CLIENT'S NAME Mrs. E. Spencer REMOVAL DATE 12-1-23

DESTINATION TOWN / CITY / VILLAGE WORCESTER

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

I would certainly recommend you -

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

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

[Empty box for additional comments]



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CLIENT'S NAME Mr. Mrs. M.I. MONTGOMERY REMOVAL DATE 12.1.23

DESTINATION TOWN / CITY / VILLAGE KINGSTEINGTON

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

Your staff were excellent, professional, polite, and friendly. They did a wonderful job.

Tom
Jamie
Andy
Shaune
Luke



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CLIENT'S NAME MR & MRS. D. WOOLCOCK REMOVAL DATE 11-01-2023

DESTINATION TOWN / CITY / VILLAGE EXETER

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

Tom & the team could not have done better. First Class attention to detail (especially Tom) from all the team. They have good appetites !!

Lousy weather but they overcame all that and with humour and good nature. In short, they were all BRILLIANT!

Tom
Luke
Graham
James



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CLIENT'S NAME Maggie..... REMOVAL DATE 04-05/01/23
DESTINATION TOWN / CITY / VILLAGE F. xeter.....

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

Very helpful! Easily carried things two of us couldn't manage!

Tom
James



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CLIENT'S NAME Mrs A. Imbert REMOVAL DATE 21st Dec 2022

DESTINATION TOWN / CITY / VILLAGE St. Austell, Cornwall.

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

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