

STEVE JAMIE'S ROB FLASH



ROSE REMOVALS AND STORAGE of DEVON

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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 CHARLIE & CAROLE EDGELLER REMOVAL DATE 6th 7th + 8th MARCH 2024
 DESTINATION TOWN / CITY / VILLAGE CHARD

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 ✓ |

* ONLY DELAYED BY ROAD ACCIDENT + ROAD WORKS

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

STEVE, JAMIE, ROB & FLASH WERE ALL VERY HARD WORKING POLITE, CAREFUL AND VERY HELPFUL, GOING THE "EXTRA MILE" THAT MADE OUR BUSY MOVE A LOT EASIER.
 HEARTFELT THANKS.

Charlie & Carole Edgeller
 12/3/24

ANDY
JOSY



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CLIENT'S NAME C. SHOUBRIDGE..... REMOVAL DATE..... 05/03/24

DESTINATION TOWN / CITY / VILLAGE

EAST GRINSTEAD

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 | | | | | ✓ |
| How satisfied were you with the Office staff and overall communication | | | | | ✓ |
| Was the Estimator punctual, polite and informative | | | | | ✓ |
| Did the crew arrive punctually on the day of your move | | | | | ✓ |
| Were the crew presentable and polite | | | | | ✓ |
| Did the crew handle your goods with care and attention | | | | | ✓ |
| How satisfied were you with the overall service you received | | | | | ✓ |

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 MEN WERE PUNTIAL, QUICK, POLITE AND EXTREMELY HELPFUL. IN ALL, A BRILLIANT SERVICE



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CLIENT'S NAME MRS. Norma Stevens REMOVAL DATE 4/3/24

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

I have used you before & will use you in the future if I ever move again.

TOM, HARRY, KIERAN, LUKE



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CLIENT'S NAME DAVID WILKE REMOVAL DATE 4-6 March

DESTINATION TOWN / CITY / VILLAGE DISHOFTON

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

Thankyou, great guys!

Tom Loke



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CLIENT'S NAME RIDD REMOVAL DATE..... 28-2-24

DESTINATION TOWN / CITY / VILLAGE BARNSTAPLE

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

Tom
Steen
Samie E
Harry
Flash



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CLIENT'S NAME JULIA SPRUNTULIS REMOVAL DATE 26/27 Feb '23

DESTINATION TOWN/CITY/VILLAGE Whimple

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

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CLIENT'S NAME SQUIRES REMOVAL DATE... 23 Feb

DESTINATION TOWN / CITY / VILLAGE SANDFORD

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 DONT INTEND TO MOVE AGAIN

Very Unlikely

Somewhat Unlikely

Likely

Very Likely

Extremely Likely

Thank you DC Squires

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

ALL TOP RATE

KIERAN ANDY



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CLIENT'S NAME Joyce Blake REMOVAL DATE 22/02/24
DESTINATION TOWN / CITY / VILLAGE Reading

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

Not likely to be moving again but if I did

- 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

From loading in Exeter to delivery in Reading Kieran & Andy were amazing. Despite the very long delay before they could unload my possessions, they remained so professional at all times even though they knew it was going to be very late before they got home. Thank you for making a rather stressful day that much easier.

Tom
Sam
Shane
Oakley



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CLIENT'S NAME Steve Hombuckle REMOVAL DATE 16/2/2024

DESTINATION TOWN / CITY / VILLAGE Bovey Tracey

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 boys were amazing. Arrived on time and just got on with things as we were still fapping around. We never felt rushed or hassled. Very polite throughout the day and made the whole process so much easier. Would recommend to everyone.



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CLIENT'S NAME GINNY REGAN REMOVAL DATE 15/02/24

DESTINATION TOWN / CITY / VILLAGE BROADNOODKELLY

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
Steen
Oakley
Rob



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CLIENT'S NAME M. Archer REMOVAL DATE 6.2.21
DESTINATION TOWN / CITY / VILLAGE Exeter

Please rate your service satisfaction as follows:

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

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

Have used at least 4 times
5