

Tom
Oakley
Josh



ROSE REMOVALS AND STORAGE of DEVON



DOMESTIC • OVERSEAS • BUSINESS • STORAGE

STATION BUSINESS PARK • LAPFORD • 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 LIZ WILLIAMS REMOVAL DATE 15th FEB 2023

DESTINATION TOWN / CITY / VILLAGE CAMELFORD, 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

Very helpful, cheerful team on the day
Worked hard & fast but carefully.
Happy to move furniture around a bit at destination.
Worked v. well as a team. V. satisfied & would use you again should the need arise.

Tom
Sam



Membership No. R040

ROSE REMOVALS AND STORAGE of DEVON

DOMESTIC • OVERSEAS • BUSINESS • STORAGE



BS EN 12522

STATION BUSINESS PARK • LAPFORD • 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 Benton-Jones REMOVAL DATE 31/1/23
DESTINATION TOWN / CITY / VILLAGE Alphington, 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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
How satisfied were you with the Office staff and overall communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Was the Estimator punctual, polite and informative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Did the crew arrive punctually on the day of your move	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Were the crew presentable and polite	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Did the crew handle your goods with care and attention	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
How satisfied were you with the overall service you received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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

Both Tom & Bob were a joy. They were very polite and were happy & able to get all the vans contents into my very limited space (a short term problem) Nothing was a problem. S. Benton-Jones

Sam
Rob
Paul
Shaun
Graham



ROSE REMOVALS AND STORAGE of DEVON



DOMESTIC • OVERSEAS • BUSINESS • STORAGE

STATION BUSINESS PARK • LAPFORD • 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 C. Redfern REMOVAL DATE 27.01.23

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

ANDY
TJ
FLASH
PAUL



ROSE REMOVALS AND STORAGE of DEVON



DOMESTIC • OVERSEAS • BUSINESS • STORAGE

STATION BUSINESS PARK • LAFORD • 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 PAT KATHROWL REMOVAL DATE 23.1.2023

DESTINATION TOWN / CITY / VILLAGE BROMLEY

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

All the crew worked very hard, especially Andy + TJ who delivered at Bromley end. They did a brilliant job stacking the furniture + boxes for storage.

Luke
Taff
James.

} totally brilliant all round!!



ROSE REMOVALS AND STORAGE of DEVON



DOMESTIC • OVERSEAS • BUSINESS • STORAGE

STATION BUSINESS PARK • LAPPFORD • 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 M. SANDFORD - WEST REMOVAL DATE 20/01/23

DESTINATION TOWN / CITY / VILLAGE SOUTH PETAGETON

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

WONDERFULLY FRIENDLY, EFFICIENT, CAREFUL, HELPFUL,
CONSIDERATE!!
MADE US LAUGH, AND MADE MOVING NON-STRESSFUL!!
THANK YOU

Tom
 Josh
 Flash
 Rob
 Paul
 Shane



Membership
 No. R040

ROSE REMOVALS AND STORAGE of DEVON

DOMESTIC • OVERSEAS • BUSINESS • STORAGE



BS EN 12522

STATION BUSINESS PARK • LAPFORD • 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 Jayne Baker REMOVAL DATE 17.1.2023

DESTINATION TOWN / CITY / VILLAGE

Trusham, Newton-Abbott.

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

all the guys were helpful & polite & nothing was too much trouble. The weather was very icy & cold but they didn't hesitate to get over all the problems it caused.

Very thankful to what could've been very stressful made smooth and successful. Highly recommend all of them.

STEEN
LKE
GRAHAM
SHANE
JAMES.

Sorry - only just found this!



ROSE REMOVALS AND STORAGE of DEVON

DOMESTIC • OVERSEAS • BUSINESS • STORAGE



STATION BUSINESS PARK • LAPPFORD • 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 MARGARET COWLING REMOVAL DATE JAN 12th
2023
DESTINATION TOWN / CITY / VILLAGE

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

I would always use Rose Removals. Excellent service.

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

All the removal men were helpful and cheerful & did a great job!

I have most of the boxes ready for collection. Some with books will have to go back later when ^{Issue 6} book shelves are made.

AN07
JANE



ROSE REMOVALS AND STORAGE of DEVON



DOMESTIC • OVERSEAS • BUSINESS • STORAGE

STATION BUSINESS PARK • LAPPFORD • CREDITON • DEVON EX17 6AE • 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 NEWBY / SCMC LAIR..... REMOVAL DATE 5/12/22.....

DESTINATION TOWN / CITY / VILLAGE HORLEY.....

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					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				4	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

- 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