

INDY
OSY
AKLEY
ONE
HANE



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 M. KENDON..... REMOVAL DATE 13/10/22
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

AN EXCELLENT PROFESSIONAL + EFFICIENT SERVICE
MAKING OUR MOVE GO AS SMOOTHLY AND STRESS
FREE AS POSSIBLE. MANY THANKS.



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CLIENT'S NAME ... ANN LEWIS ... REMOVAL DATE ... 11/10/22 ...

DESTINATION TOWN / CITY / VILLAGE ... NELTON ABBOT ...

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 crew were first class. They have made a difficult move so much better. All credit to all of them.

Tom
Shane
Zoe
ab



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CLIENT'S NAME MR & MRS PURDON REMOVAL DATE 30/9/2022

DESTINATION TOWN / CITY / VILLAGE MATFORD, 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	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 very professional & polite even though they had to wait around for quite a while. Very happy with the move from beginning to end. THANKYOU