

Tom  
Oakley  
Shaw



# ROSE REMOVALS AND STORAGE of DEVON

DOMESTIC • OVERSEAS • BUSINESS • STORAGE



STATION BUSINESS PARK • LAPPFORD • CREDITON • DEVON EX17 6AE • Telephone 01363 83700 • Fax 01363 83747  
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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 F. ENGLAND REMOVAL DATE 15/6/2023

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

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

Super service - lovely chaps.

Jamie  
Andy  
Shane



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CLIENT'S NAME ... KARL ..... REMOVAL DATE... 12/6/23 .....

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

AND  
WIFE  
SAM



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CLIENT'S NAME ROBERT THOMSON REMOVAL DATE 9-6-23

DESTINATION TOWN / CITY / VILLAGE CHAPELTOWN / SOUTH MOLTON

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

Excellent + efficient removal crew. Friendly & cheerful.

Jamie  
 Josh  
 Luke  
 Sam  
 Rob  
 Steve  
 Shaun  
 Keiron  
 Oakley



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CLIENT'S NAME LYN & COLIN YELLAND REMOVAL DATE 6TH/7TH JUNE 2023

DESTINATION TOWN / CITY / VILLAGE LANIVET BODMIN

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	<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 checked="" type="checkbox"/>
Was the Estimator punctual, polite and informative	<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 checked="" type="checkbox"/>
Were the crew presentable and polite	<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 checked="" type="checkbox"/>
How satisfied were you with the overall service you received	<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	<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

EVERY ONE OF THE CREW WERE FANTASTIC, VERY OBLIVISING & HELPFUL.  
 THE MOVE COULD NOT HAVE GONE BETTER & WE WOULD LIKE TO THANK EACH MEMBER OF THE CREW!

Tom  
Lowe  
Shane  
Shawn  
Andy



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CLIENT'S NAME MR & MRS MATON..... REMOVAL DATE...5th & 6th June 23

DESTINATION TOWN / CITY / VILLAGE 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				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
How satisfied were you with the Office staff and overall communication				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Was the Estimator punctual, polite and informative				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Did the crew arrive punctually on the day of your move				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Were the crew presentable and polite				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Did the crew handle your goods with care and attention				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
How satisfied were you with the overall service you received				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

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"/>

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CLIENT'S NAME PAUL + SAUZY WEST REMOVAL DATE 1/6/2023

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

	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					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

Tony and the team were excellent. Nothing was too much trouble and they worked extremely hard. How they carried heavy items up steep slopes was amazing. One oak dining table made it unscathed with just an inch to spare in the doorway. Well done the team. Well done Rose!

STAFF PAUL



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CLIENT'S NAME Adam Catlow REMOVAL DATE 30/05/2023

DESTINATION TOWN / CITY / VILLAGE Exeter to Crediton

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

Brilliant, quick service. nothing was a bother.