





STATION BUSINESS PARK · LAPFORD · 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.	4 4
CIENICIONO	16/6/2002

CLIENT'S NAME F. ENGLAND REMOVAL	DATE 15 6 2023
DESTINATION TOWN/CITY/VILLAGE	
Please rate your service satisfaction as follows: Very Dissatisfied Very Satisfied Very Satisfied 2 Somewhat Dissatisfied 5 Extremely Satisfied	ed 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	t these may be used as reviews on our website
Super service -	Porely chaps.





ROSE REMOVALS AND STORAGE OF DEVON OVERSEAS BUSINESS STORAGE



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$\underline{\mathbf{Q}}$	UALITY QUESTION	NAIRE	
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CLIENT'S NAME EARL			
DESTINATION TOWN/CITY/VILLA	GE Rxelo	0	
Please rate your service satisfaction	n 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 state	f 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		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 se		1 2	3 4 5
How likely are you to use our service a	gain	Very Unlikely	
and / or recommend us to others		Somewhat Unlikely	
		Likely	
		Very Likely	X
		Extremely Likely	
Please provide any additional comme	nts below. Please note that the	se may be used as revie	ws on our website





ROSE REMOVALS AND STORAGE OF DEVON



(DOMESTIC) · (OVERSEAS) · (BUSINESS) · (STORAGE)

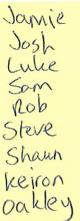
ROBERT THOMSON DUNNING 9-6-23

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CLIENT'S NAME		<u> </u>
DESTINATION TOWN/CITY/VIL	LAGE CHAPE	RTOW (SOUTH MOLTON
Please rate your service satisfac	ction as follows:	
1 Very Dissatisfied 4 Very Satisfied	2 Somewhat Dissatisfied 5 Extremely Satisfied	3 Satisfied
Was your 1st contact friendly, helpful a	nd 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 da	ay 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 ca	are 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	e again	Very Unlikely
How likely are you to use our service and / or recommend us to others	e again	Very Unlikely Somewhat Unlikely
	e again	
	e again	Somewhat Unlikely
	e again	Somewhat Unlikely Likely
	e again	Somewhat Unlikely Likely Very Likely
and / or recommend us to others Please provide any additional commend us to others	nents below. Please note that the	Somewhat Unlikely Likely Very Likely Extremely Likely ese may be used as reviews on our website
and / or recommend us to others Please provide any additional commend us to others	nents below. Please note that the	Somewhat Unlikely Likely Very Likely Extremely Likely ese may be used as reviews on our website
and / or recommend us to others Please provide any additional commend us to others	nents below. Please note that the	Somewhat Unlikely Likely Very Likely Extremely Likely





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(DOMESTIC) · (OVERSEAS) · (BUSINESS) · (STORAGE)

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CLIENT'S NAME LYN & COLIN YOULAND REMOVAL DATE GTH/7TH JUNE 2023

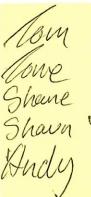
DESTINATION TOWN/CITY/VILLAGE

LANIVET BODMIN

Please rate your service satisfaction	n as follows:		
1 Very Dissatisfied 4 Very Satisfied	2 Somewhat Dissatisfied 5 Extremely Satisfied	3 Satisfied	
Was your 1st contact friendly, helpful and p How satisfied were you with the Office staff Was the Estimator punctual, polite and info Did the crew arrive punctually on the day of Were the crew presentable and polite Did the crew handle your goods with care a	orofessional f and overall communication rmative f your move and attention	1 2 3 1 2 3 1 2 3 1 2 3 1 2 3 1 2 3	4 18 18
How satisfied were you with the overall serv	vice you received	1 2 3	4 18
How likely are you to use our service agand / or recommend us to others	gain	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

EVERY ONE OF THE CREW WERE FANTASTIC, VERY OBLIDSING + HELPEUL. THE MOUE COULD NOT HAVE SONE BETTER + WE WOULD LIKE TO THANK EACH MEMBER OF THE CREW





RSE REMOVALS AND STORAGE OF DEVON



Membership No. R040 DOMESTIC · OVERSEAS · BUSINESS · STORAGE

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CLIENT'S NAME .N.R	MATON REMOVAL DATE	5th & bt	h. June	33		
DESTINATION TOWN/CITY/VII	LAGE EXET	ER				
Please rate your service satisfac	ction as follows:					
1 Very Dissatisfied 4 Very Satisfied	2 Somewhat Dissatisfied 5 Extremely Satisfied	3 8	Satisfied			
Was your 1st contact friendly, helpful a	nd professional	1	2	3	***	-5
How satisfied were you with the Office staff and overall communication		1	2	3	4	15
Was the Estimator punctual, polite and	informative	1	2	3	4	5/
Did the crew arrive punctually on the da	ay of your move	1	2	3	4	5/
Were the crew presentable and polite		1	2	3	4	15
Did the crew handle your goods with ca	are and attention	1	2	3	4	4
How satisfied were you with the overal	I service you received	1	2	3	4	4
How likely are you to use our service again and / or recommend us to others		Very Unlik				
		Likely				
		Very Likel	у			
		Extremely Likely				
Please provide any additional comm	ments below. Please note that the	ese may be us	ed as rev	/iews or	n our web	site



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CLIENT'S NAME PAUL + CAMY WEST REMOVAL DA	ATE 1/6/2023			
DESTINATION TOWN/CITY/VILLAGE SANDFORD				
Please rate your service satisfaction as follows:				
1 Very Dissatisfied 2 Somewhat Dissatisfied 4 Very Satisfied 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 6			
Was the Estimator punctual, polite and informative	1 2 3 4 15			
Did the crew arrive punctually on the day of your move	1 2 3 4 15			
Were the crew presentable and polite	1 2 3 4 6			
Did the crew handle your goods with care and attention	1 2 3 4 6			
How satisfied were you with the overall service you received	1 2 3 4 5			
How likely are you to use our service again	Very Unlikely			
and / or recommend us to others	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				
Tony and the team were excellent. Nothing was too much trouble and they worked extremely				
hard. How they camed heavy items up steep slopes				
hard. How they camed heavy items up steep slopes was amazing. Our oak diving table made it				
unscatted with just an wish to spare in the doorway.				
Well done the traus. Well done Rose!				

STHIN PAUL.



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

DESTINATION TOWN/CITY/VILLAGE	Exete/	to Creditor	\sim
Please rate your service satisfaction as follow	rs:		
1 very bissiteistica	ewhat Dissatisfied emely Satisfied	3 Satisfied	
Was your 1st contact friendly, helpful and professional		(A) 2	3 4 5
How satisfied were you with the Office staff and overal	l communication	2	3 4 (1)
Was the Estimator punctual, polite and informative		2	3 4 (5)
Did the crew arrive punctually on the day of your move		2	3 4 5
Were the crew presentable and polite		1 2	3 4
Did the crew handle your goods with care and attentio	n	1 2	3 4 5
How satisfied were you with the overall service you re-	ceived	1 2	3 4 (5)
How likely are you to use our service again		Very Unlikely	
and / or recommend us to others		Somewhat Unlikely	
		Likely	
		Very Likely	
		Extremely Likely	
2012			
Please provide any additional comments below.	Please note that the	se may be used as reviev	ws on our website
Brilliant, guick a bother.	Canica	0011-00	1.200
0.0000	Service	Mounta	2000