

Flash + Josh + Rob + SHANE + Sam + Oakley ~~Kee~~



ROSE REMOVALS AND STORAGE of DEVON

DOMESTIC • OVERSEAS • BUSINESS • STORAGE



STATION BUSINESS PARK • LAFPORD • 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 Jackson..... REMOVAL DATE.....27/30 of march 2023
DESTINATION (TOWN) CITY / VILLAGE Town Topham.....

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

we always use roseremovals. we really appreciate the extra lengths the guys went to in order to overcome the particular challenges of moving into a very narrow road with an ~~un~~ unexpected road closure! many thanks Guy!

Luke
Jost



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CLIENT'S NAME Mrs. A. Stephenson REMOVAL DATE 24/3/23

DESTINATION TOWN / CITY / VILLAGE Gillingham

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

This is the second time we have used Rose Removals and we are very happy with both times and would not hesitate to recommend to others.



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CLIENT'S NAME TONY HAZEL REMOVAL DATE..... 23/3/23

DESTINATION TOWN / CITY / VILLAGE WESTON S. MALE

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				<u>4</u>	
How satisfied were you with the Office staff and overall communication				<u>4</u>	
Was the Estimator punctual, polite and informative				4	
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

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

LOKS Kieran OAKLEY
 SAM BLASH



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CLIENT'S NAME SUTER REMOVAL DATE 16 March 2023

DESTINATION TOWN / CITY / VILLAGE Exmouth

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

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

Super efficient, great communication from the removal lads. Very happy with the service.

ANDY
OAKLEY



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CLIENT'S NAME REBECCA & GINA BULLIS REMOVAL DATE 24th - 27th Jan 2023
DESTINATION TOWN / CITY / VILLAGE SOLIHULL

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

From beginning to end all your staff were polite, efficient and professional. I'm looking forward to the final move!



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CLIENT'S NAME Anna Thomas REMOVAL DATE 9th/10th December

DESTINATION TOWN / CITY / VILLAGE Cytot St Mary → Beaconsfield

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

if moving back to Devon.

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

Thank Taff and the Crews for doing a great job despite the freezing conditions. All without losing their

sense of humor!