



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 Mrs Gloria Rogers..... REMOVAL DATE..... 11th-12th January

DESTINATION TOWN / CITY / VILLAGE TOWN 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

Very pleasant and efficient removal men.

Steen
Sam
Shane
Flash



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CLIENT'S NAME MR & MRS WOOTTON REMOVAL DATE 05/01/24
DESTINATION TOWN / CITY / VILLAGE OTTERY ST MARY

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					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	<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

The team were amazing - took the stress out of moving! Friendly, polite & worked very hard! THANK YOU!



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CLIENT'S NAME **TRIVERS BELL** REMOVAL DATE **5/12/23**
DESTINATION TOWN / CITY / VILLAGE **WPLODERS, BRIDPORT, DEVON**

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

ANDY
OAKLEY
SHANE



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CLIENT'S NAME ROBERT ATWELL REMOVAL DATE 16-18 October 2023

DESTINATION TOWN / CITY / VILLAGE BRADFORD ON AVON

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

My apologies that I've only just rediscovered this amongst a lot of other papers. I'm v. grateful for the care & professionalism of the removal team. Excellent!

With my thanks

Robert Atwell

Tom
Semi
Shane
Loue
Shayne



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CLIENT'S NAME JOHN & JO DIKE REMOVAL DATE 21 JUNE 2023

DESTINATION TOWN / CITY / VILLAGE CURRY RIVER, LANZPORT

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 MEN WERE SO KIND & HELPFUL. NOTHING WAS TOO MUCH TROUBLE AND THEY WERE THE SHINING LIGHT IN WHAT HAD BEEN AN OTHERWISE HIDEOUS MOVE. WE HAD NO DAMAGE AT ALL AND WE CANNOT THANK YOU ENOUGH FOR YOUR BRILLIANT SERVICE.

Apologies for being so slow to return this form.
Jo Dike