

JEAN & TERRY. & FLASH & HARRY & SHAVAN.



# 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 ..... BURKE + PLYCROFT ..... REMOVAL DATE ..... 22/11/23 .....  
DESTINATION TOWN / CITY / VILLAGE ..... Chester. .....

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

The removal team work was efficient, friendly and thoughtful. A great crew. Thank you.

Tom  
Flash  
Harry



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CLIENT'S NAME MAUREEN GRAY..... REMOVAL DATE 17/11/23.....  
DESTINATION TOWN / CITY / VILLAGE EXMOUTH.....

Please rate your service satisfaction as follows:

	<del>1 Very Dissatisfied</del> 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	<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

Absolutely first class service. The guys were amazing. Polite, friendly & very efficient. 😊



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CLIENT'S NAME Kwameh & Scott BURNETT REMOVAL DATE 14/11/23

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

Steve, Shaun & team were amazing. Packed up our home quickly & professionally the day before. Arrived promptly & moved us the next day. All the team friendly & accommodating. Nothing broken during packing & moving. Highly recommend! Thank you!

Flash + Harry + Shane



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## QUALITY QUESTIONNAIRE

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CLIENT'S NAME Paula & Gwyneth Hayes REMOVAL DATE 10/11/23  
DESTINATION TOWN / CITY / VILLAGE Templecombe

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

Flash, Harry, and Shane made our move stress free. All were very respectful of our furniture. They were all friendly and polite.  
Thank you

Luke  
Shane  
Rob  
Oakley



Membership  
No. R040

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CLIENT'S NAME JENKINS REMOVAL DATE 30.10.23

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

EXCELLENT. HAPPY POLITE LADS.  
NOTHING TOO MUCH TROUBLE.  
WELL DONE ROSE'S AND TEAM.

(DID A REVIEW ONLINE)



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CLIENT'S NAME WIGLEY REMOVAL DATE 11/12<sup>th</sup> October 2023  
DESTINATION TOWN / CITY / VILLAGE BICKNOLLAR

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

Your company has now moved us twice. Each time the service has been funtless. Thank you for all that you have done.