

ANDY
JOSH
SAM
KIERAN



ROSE REMOVALS AND STORAGE of DEVON

DOMESTIC • OVERSEAS • BUSINESS • STORAGE



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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 DAVE + BARBARA LUCION REMOVAL DATE Fri Feb 2020
DESTINATION TOWN / CITY / VILLAGE NESS, NESTON, CH64 6EH

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

SAM, KIERAN, JOSH + TEAM LEADER ANDY WERE FANTASTIC. FRIENDLY, GOOD NATURED, REALLY LOVELY GUYS TO HANG AROUND. THEY TOTALLY DE-STRESSED THE MOVE FOR US. SO HARD WORKING. NOTHING WAS TOO MUCH FOR THEM. ANDY + JOSH WORKED THEIR DOODLES OFF GETTING US IN. FIRST RATE PROFESSIONALS. THANK YOU!

LUKE
JAMIE (SMALL)



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CLIENT'S NAME AG WALKER REMOVAL DATE 5/2/24
DESTINATION TOWN / CITY / VILLAGE London

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

Excellent Service - from 1st to last.
Superb removal from Tollands and to London.
Thank you so much for excellent service + professionalism

Flash + Harry
Luke + Jamie

(wish you could teach a number of other companies what customer service is all about)

JOSH
ROB



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CLIENT'S NAME DAVID CLARKE..... REMOVAL DATE 2.2.24.....

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

Every thing was excellent.

Jamie
Harry

(flash
Boys)



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CLIENT'S NAME Caroline Caddick REMOVAL DATE 31/01/24 - 01/02/24

DESTINATION TOWN / CITY / VILLAGE Stafford - upon - 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	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

JAMIE OAKLEY Glyn.



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CLIENT'S NAME ... MILANE ... REMOVAL DATE ... 30.1.24 ...

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

	1	2	3	4	5
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
- Somewhat Unlikely
- Likely
- Very Likely
- Extremely Likely

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GREAT TEAM GREAT JOB THANKS!

Sam
Rob



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CLIENT'S NAME MARILYN & PHIL TOVEY REMOVAL DATE 29/01/24

DESTINATION TOWN / CITY / VILLAGE SEATON, 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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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"/>	<input type="checkbox"/>
Was the Estimator punctual, polite and informative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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"/>	<input 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

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Sam
Flash
Andy



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CLIENT'S NAME Mr + Mrs J Powe REMOVAL DATE 25/01/24

DESTINATION TOWN / CITY / VILLAGE Lake, Sandown, Isle of Wight.

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

Flash, Andy + Sam were exceptionally helpful, careful and courteous. They took great care with all our furniture and possessions. They were polite and had excellent sense of humor. They kept us going and we enjoyed their company. Excellent all round! Thankyou.

Tom
Oakley
Rob
Loh
James



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CLIENT'S NAME S. JAMES REMOVAL DATE 24/01/24

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	<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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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	<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

Tom
Dakley
Shawn
Shane
Sam



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CLIENT'S NAME Carpenter REMOVAL DATE 10-12th Jan

DESTINATION TOWN / CITY / VILLAGE

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 <i>n/a</i>	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

Loads were all very friendly and efficient. Always seemed very happy throughout our 3 day move.