



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 MR Rowe & MRS halsey..... REMOVAL DATE... 13-oct-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

Luke
 Josh
 OAKLEY
 Kieran
 JAMIE



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CLIENT'S NAME GEORGINA DUFFIN..... REMOVAL DATE 4th & 5th Oct 2023
 DESTINATION TOWN / CITY / VILLAGE WILDECOMBE IN THE MOOR

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 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	<input checked="" 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

Luke & the team did a fantastic job, thank you

Sam
Shane
Harry
Steen
Shaun



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CLIENT'S NAME JANE MASKELL REMOVAL DATE... 3RD OCTOBER, 2023

DESTINATION TOWN / CITY / VILLAGE TEIGNMOUTH

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	<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 teams on both days were kind, friendly and helpful. They packed and moved me efficiently and swiftly - and didn't complain once about all the stairs!

Sham, FL954



Membership No. R040

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CLIENT'S NAME JOHN LISDBAED REMOVAL DATE 3/4 Oct. 23
DESTINATION TOWN / CITY / VILLAGE BURY - LANCES BL8 2ST

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

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Very pleasant and efficient. Polite and respectful.