

Flash + Rob + Steve



ROSE REMOVALS AND STORAGE of DEVON



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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 Alex BROWNSON REMOVAL DATE 15/12/2023

DESTINATION TOWN / CITY / VILLAGE

WOODBURY, SALTERTON, 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
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

N/A

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 team were accommodating and helpful in helping to arrange my removal at short notice, and also, very close to Christmas. The crew were friendly and efficient, making the move as hassle free as possible.

DEAN, TERRY, HARRY



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CLIENT'S NAME *Mr Mitchell* REMOVAL DATE *14/12/23*

DESTINATION TOWN / CITY / VILLAGE *Exeter To 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					✓
How satisfied were you with the Office staff and overall communication					✓
Was the Estimator punctual, polite and informative					✓
Did the crew arrive punctually on the day of your move					✓
Were the crew presentable and polite					✓
Did the crew handle your goods with care and attention					✓
How satisfied were you with the overall service you received					✓

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

Dean, Terry + Harry were all exceptional. friendly + hard working!

Steen
Sam
Tom



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CLIENT'S NAME MR. + MRS D. RUTTER REMOVAL DATE 18/12/2023

DESTINATION TOWN / CITY / VILLAGE BAMPTON

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

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 3RD TIME IN 27 YEARS THAT YOU HAVE MOVED US. COULD NOT FAULT THE SERVICE EACH TIME AND WOULD THOROUGHLY RECOMMEND.

DEAN, TERRY, HARRY



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CLIENT'S NAME Miss Hulme..... REMOVAL DATE 18/12/23.....

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

	1	2	3	4	5
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
- 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

Steen, Rob



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CLIENT'S NAME Sandra Dickson REMOVAL DATE 13/12/23

DESTINATION TOWN / CITY / VILLAGE Exminster

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					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
- 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

I have already reviewed on Yell, but to reiterate I have been so pleased with the professionalism, helpfulness and friendliness of all staff at Rose Removals

So grateful to everyone, especially Steve & Rob, for making a stressful experience more bearable
Sandra

DEAN & TERRY



Membership No. R040

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CLIENT'S NAME KEN Shole REMOVAL DATE 13/12/23

DESTINATION TOWN / CITY / VILLAGE Crediton

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

DEAN & TERRY WERE MOST HELPFUL AND NOTHING WAS TO MUCH TROUBLE FOR THEM.

Very pleased Thankyou

Luke
Shaun
Jamie &
Harry



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CLIENT'S NAME Rebecca Gudden..... REMOVAL DATE 12.12.23.....

DESTINATION TOWN / CITY / VILLAGE Okehampton.....

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

Cannot fault the removal team who handled all our belongings with due care and attention. All the members of the team were extremely friendly and polite. They didn't bat an eye at the vast amount of white goods we had to move and treated all furniture with great care, even when it required great manoeuvring to get fitted through the doors. Highly recommend and will certainly use again for our next house move!

Sam
Jamie
Oakley



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CLIENT'S NAME JOHN & LOUISE MADGE REMOVAL DATE 05.12.23

DESTINATION TOWN / CITY / VILLAGE CREDITON

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					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
- 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

EXCELLANT ALL ROUND!

THANK YOU SO MUCH!

Andy
 Josh
 Jamie.S



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CLIENT'S NAME SANDRA AKEHURST REMOVAL DATE 22/11/23
 DESTINATION TOWN / CITY / VILLAGE SEAFORD

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 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

ANDY
JAMIE . E
JAMIE . S
KIEAN



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CLIENT'S NAME S. ROBERTS REMOVAL DATE 03. NOVEMBER 2023

DESTINATION TOWN / CITY / VILLAGE DOVEY TRACEY

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

VERY PROFESSIONAL TEAM, JOB WELL EXECUTED

ANDY
KERON
STEVE



Membership No. R040

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CLIENT'S NAME MARTIN VARNHAM REMOVAL DATE 31/10/23

DESTINATION TOWN / CITY / VILLAGE CREECH ST MICHAEL, TAUNTON

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

I'VE MOVED WITH YOU SEVERAL TIMES NOW AND THE SERVICE THIS TIME WAS AS EFFICIENT AND COURTEOUS AS USUAL.