

Flash + Taff + Shaun + Rob



# ROSE REMOVALS AND STORAGE of DEVON

DOMESTIC • OVERSEAS • BUSINESS • STORAGE



STATION BUSINESS PARK • LAFPORD • CREDITON • DEVON EX17 6AE • Telephone 01363 83700 • Fax 01363 83747  
www.rosereovals.co.uk • E-mail: info@rosereovals.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 ..... SMITH ..... REMOVAL DATE ..... 24/2/0023 .....  
DESTINATION TOWN / CITY / VILLAGE ..... OTTEBY ST. MARY .....

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	<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

AN EXTREMELY EFFICIENT CREW, THEY JUST GOT ON WITH THE JOB IN HAND  
WE VERY HAPPY INDEED

Anthony  
Oakley  
Luke  
James



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(DOMESTIC) • (OVERSEAS) • (BUSINESS) • (STORAGE)



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CLIENT'S NAME KATIE FENWICK-HARRIS REMOVAL DATE 23 & 24<sup>th</sup> Feb 23

DESTINATION TOWN / CITY / VILLAGE EXETER

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

We were so pleased & impressed with everyone we spoke to and who helped us. The crew on the two days were outstanding. They worked so hard, were extremely polite & professional. I can't thank them enough for making a stressful time so much easier.



Tom  
Josh



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CLIENT'S NAME Mrs M WALFORD REMOVAL DATE 21.02.2023

DESTINATION TOWN / CITY / VILLAGE Exeter

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 + Graham + Rob + Oakley + Shane + Sam + Kieran



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CLIENT'S NAME Mr & Mrs Trigg REMOVAL DATE 20/1/23  
DESTINATION TOWN / CITY / VILLAGE Whiddon Down

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 and his team were wonderful. We would highly recommend them to anyone. We had already been told by friends e relatives how good Rose's guys were and they did not disappoint. Well done Lads!



ANDY  
ANTHONY  
KIERON  
SHANE  
GRAHAM



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CLIENT'S NAME GAINSBURY REMOVAL DATE 14 FEB 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	<input checked="" type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input checked="" type="radio"/> 5
How satisfied were you with the Office staff and overall communication	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input checked="" type="radio"/> 5
Was the Estimator punctual, polite and informative	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input checked="" type="radio"/> 5
Did the crew arrive punctually on the day of your move	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input checked="" type="radio"/> 5
Were the crew presentable and polite	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input checked="" type="radio"/> 5
Did the crew handle your goods with care and attention	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input checked="" type="radio"/> 5
How satisfied were you with the overall service you received	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input checked="" type="radio"/> 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

Crew were cheerful, polite & resourceful - even at the end of our 3 day move. Thank you.



ANTHONY

SAM



Membership No. R040

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BS EN 12522

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CLIENT'S NAME JOHN CHARMAN..... REMOVAL DATE 7-8/2/23.....

DESTINATION TOWN / CITY / VILLAGE PRINCETOWN.....

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

Anthony and Sam were brilliant, very helpful and worked around our needs. They made the process of moving far easier, and funnier with all the terrible jokes! I would definitely use Rose Removals again.



Flash shawE + Jamie



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CLIENT'S NAME KATHY PARÉ..... REMOVAL DATE 31/1/23.....

DESTINATION TOWN / CITY / VILLAGE FRAMPTON, DT2 9NB

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

*This removal was the best I have ever experienced.*