

Adam & Alex. A



ROSE REMOVALS AND STORAGE of DEVON



DOMESTIC • OVERSEAS • BUSINESS • STORAGE

STATION BUSINESS PARK • LAPPFORD • CREDITON • DEVON EX17 6AB • Telephone 01363 83700 • Fax 01363 83747
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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 LAYLA BELL REMOVAL DATE... 20/05/22

DESTINATION TOWN / CITY / VILLAGE BRIDESTONE - D. TRU STOCK

Please rate your service satisfaction as follows:

1 Very Dissatisfied
4 Very Satisfied

2 Somewhat Dissatisfied
3 Extremely Satisfied

3 Satisfied

	1	2	3	4	5
Was your 1st contact friendly, helpful and professional					<u>5</u>
How satisfied were you with the Office staff and overall communication				<u>4</u>	5
Was the Estimator punctual, polite and informative					<u>5</u>
Did the crew arrive punctually on the day of your move					<u>5</u>
Were the crew presentable and polite					<u>5</u>
Did the crew handle your goods with care and attention					<u>5</u>
How satisfied were you with the overall service you received					<u>5</u>

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

efficient and kind. Easy to work with. No complaints, reassuring and helpful.

Sam
Straham



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CLIENT'S NAME DAWSON REMOVAL DATE..... 18/5/22

DESTINATION TOWN / CITY / VILLAGE BIDEFORD

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

[Empty box for additional comments]

Jamie
Sam



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CLIENT'S NAME CHAIRE WATSON REMOVAL DATE 16/5/2022

DESTINATION TOWN / CITY / VILLAGE CHAGFORD

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

Please provide any additional comments below. Please note that these may be used as reviews on our website

Jamie and Sam were very friendly and professional. They did all they possibly could to move my furniture - if it was not possible for them to go where I wanted (awkward staircase!!)

Jamie also moved me ^{beds to} Ampthorpe - it was good to see a familiar face.

Many thanks to you all - you are a very special team!



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CLIENT'S NAME M. L. PEARCE..... REMOVAL DATE: 16/5/22.....

DESTINATION TOWN / CITY / VILLAGE EXMOUTH.....

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 crew were very pleasant and helpful - they were quite impressive.



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CLIENT'S NAME DAVIES/MURGATROYD REMOVAL DATE 5/6 May
DESTINATION TOWN / CITY / VILLAGE Hellacombe

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

Tom
Alex
Slash
Paul



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CLIENT'S NAME Jones REMOVAL DATE 28/04/2022

DESTINATION TOWN / CITY / VILLAGE Crowthorne

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"/>

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Great job by all the team, very helpful & friendly. Will use you again. ✓. 😊

AM07
GRAHAM
ROB
FLA



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CLIENT'S NAME SHELLEY MCINDEE REMOVAL DATE 20/04/2022
DESTINATION TOWN / CITY / VILLAGE RIDDLECOMBE

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"/>

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GREAT CREW WITH A HELPFUL ATTITUDE IN WHAT IS A VERY STRESSFUL EXPERIENCE.