Adam & Alex. A



### ROSE REMOVALS AND STORAGE OF DEVON



Membership No. R040

DOMESTIC · OVERSEAS · BUSINESS · (STORAGE)

STATION BUSINESS PARK • LAPFORD • CREDITON • DEVON EX17 6AE • Telephone 01363 83700 • Fax 01363 83747 www.toseremovals.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.

envelope we would be most grateful.	•		
CLIENT'S NAME LNOLN	REMOVAL DATE	20/05/22	•
DESTINATION TOWN/CITY/VILL	AGE GRIDES	rane - D Mui stock	
Please rate your service satisfaction	on as follows:		
1 Very Dissatisfied 4 Very Satisfied	2 Somewhat Dissatisfied 3 Extremely Satisfied	3 Satisfied	
Was your 1st contact friendly, helpful and	professional	1 2 3	4 6
How satisfied were you with the Office sta	ff and overall communication	1 2 3	(4) 5
Was the Estimator punctual, polite and in	ormative	1 2 3	4 (3)
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 0
How likely are you to use our service a and / or recommend us to others	again	Very Unlikely	
		Somewhat Unlikely	
		Likely	
		Very Likely	
		Extremely Likely	
Please provide any additional comme			
efficient and kind . Eursy	to walk with. No co	uphinis , Acresing ma	2 helppl.





# ROSE REMOVALS AND STORAGE OF DEVON DOMESTIC OVERSEAS BUSINESS STORAGE



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#### OTIALITY OUESTIONNAIRE

<del>QU</del> F	THE CONSTITUTE	CLICE	
This questionnaire is the best way Rose Remo If you could find time to complete the few que envelope we would be most grateful.  CLIENT'S NAME DAWSON	stions below and return it to us in t	the reply paid	
DESTINATION TOWN/CITY/VILLAGE	REMOVAL DATE	<u> FORD</u>	
Please rate your service satisfaction as	s follows:		
Very Dissatisfied     Very Satisfied	2 Somewhat Dissatisfied 5 Extremely Satisfied	3 Satisfied	
Was your 1st contact friendly, helpful and prof	essional	1 2 3	4 6
How satisfied were you with the Office staff an	d overall communication	1 2 3	4 50
Was the Estimator punctual, polite and informa	ative	1 2 3	4 6
Did the crew arrive punctually on the day of yo	our 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	e you received	1 2 3	4 5
How likely are you to use our service again and / or recommend us to others	n	Very Unlikely Somewhat Unlikely	
		Likely	
		Very Likely	
		Extremely Likely	
Please provide any additional comments b	pelow. Please note that these	may be used as reviews	on our website
		·	



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	QUALITY QUESTION	<u>NAIRE</u>	
If you could find time to complete the	697750N REMOVAL DATE	16/5/2022	
DESTINATION TOWN/CITY/V	ILLAGE CHAG	(OL)	
Please rate your service satisf	action 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 Offic	e staff and overall communication	1 2 3	4 (5)
Was the Estimator punctual, polite ar	nd informative	1 2 3	4 5
Did the crew arrive punctually on the	day of your move	1 2 3	
Were the crew presentable and polite	•	1 2 3	
Did the crew handle your goods with	care and attention	1 2 3	
How satisfied were you with the over	all service you received	1 2 3	4 6
How likely are you to use our servand / or recommend us to others	vice again	Very Unlikely Somewhat Unlikely Likely Very Likely Extremely Likely	
Please provide any additional co	mments below. Please note that th	ese may be used as review	s on our website
Januic and Sam They did all f Jurnifux - if	were voy frigadly Key possibly ex Hwgy not poss owed awtiwa	and profess ould be Move	idal.  Mirys b
Januic also no			
Mary Hanks	to you all - y	cc. ou are a vo	yspecial



# ROSE REMOVALS AND STORAGE OF DEVON DOMESTIC OVERSEAS BUSINESS STORAGE



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### **QUALITY QUESTIONNAIRE**

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CLIENT'S NAME M. L. PEA	CLIENT'S NAME M. L. PEARCE REMOVAL DATE 16/5/22				
DESTINATION TOWN/CITY/VII	LAGE EXM	HTTM			
Please rate your service satisfac	ction as follows:				
1 Very Dissatisfied 4 Very Satisfied	2 Somewhat Dissatisfied 5 Extremely Satisfied	3 Satisfied			
Was your 1st contact friendly, helpful a	nd professional	1 2 3	4) 5		
How satisfied were you with the Office	staff and overall communication	1 2 3	<b>4</b> 9 5		
Was the Estimator punctual, polite and	informative	1 2 3	<b>(4)</b> 5		
Did the crew arrive punctually on the da	ay of your move	1 2 3	(4) 5		
Were the crew presentable and polite		1 2 3	<b>4</b> 5		
Did the crew handle your goods with ca	are and attention	1 2 3	(4) 5		
How satisfied were you with the overall	service you received	1 2 3	<i>A</i> 2 5		
		and the second s			
How likely are you to use our servic and / or recommend us to others	e again	Very Unlikely Somewhat Unlikely			
		Likely			
		Very Likely	4		
		Extremely Likely			
Please provide any additional comm	nents below. Please note that the	se may be used as reviews	s on our website		
The crews	were very planous	I and helpfu	1 -		
47	or inte in pressive	<u>.</u>			



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#### **QUALITY QUESTIONNAIRE**

If you could find time to complete the envelope we would be most grateful.		in the reply paid		
DESTINATION TOWN/CITY/V	IVRGATROYI) removal date illage Holla	compe		
Please rate your service satisfa	action 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	1/5
How satisfied were you with the Office	e staff and overall communication	1 2	3 4	5
Was the Estimator punctual, polite and	d informative	1 2	3 4	15
Did the crew arrive punctually on the	day of your move	1 2	3 4	105
Were the crew presentable and polite		1 2	3 4	108
Did the crew handle your goods with (	care and attention	1 2	3 4	18
How satisfied were you with the overa	ıll service you received	1 2	3 4	1 18
How likely are you to use our servi and / or recommend us to others	ce again	Very Unlikely Somewhat Unlikely		
		Likely		
		Very Likely		コ
		Extremely Likely		
Please provide any additional com	ments below. Please note that the	se may be used as revie	ws on our w	<u>ebsite</u>



## SE REMOVALS D STORAGE OF DEVON OVERSHAS BUSINESS STORAGE



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#### **QUALITY QUESTIONNAIRE**

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envelope we would be most glaterar.			
CLIENT'S NAME JONE?	REMOVAL DATE	28/04/2022	
DESTINATION TOWN CITY / VILLAGE	Crowth	on-l.	
Please rate your service satisfaction as	s follows:		
1 Very Satisfied	2 Somewhat Dissatisfied 5 Extremely Satisfied	3 Satisfied	
Was your 1st contact friendly, helpful and prof	essional	1 2 3 4 (	5
How satisfied were you with the Office staff an	d overall communication	1 2 3 4	3
Was the Estimator punctual, polite and informa	ative	1 2 3 4	5)
Did the crew arrive punctually on the day of yo	ur move	1 2 3 4	5
Were the crew presentable and polite		1 2 3 4	<b>D</b>
Did the crew handle your goods with care and	attention	1 2 3 4 (	<b>3</b>
How satisfied were you with the overall service	e you received	1 2 3 4 (	<u>(5)</u>
How likely are you to use our service again and / or recommend us to others	า	Very Unlikely	
and / or recommend us to stricts		Somewhat Unlikely	
		Likely	
		Very Likely	
		Extremely Likely	
Please provide any additional comments t			<u>e</u>
Great Job by and the tream, very helpful a friendly. will me you again. V. D			
1 - march D		. )	

GRAMAN ROB FLANTER

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Membership No. R040 DOMESTIC · OVERSEAS · BUSINESS · STORAGE

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#### **OUALITY QUESTIONNAIRE**

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CLIENT'S NAME SHELLEY MCINOG REMOVAL DATE 20/04/2022

RIDDLGCOMBE DESTINATION TOWN/CITY/VILLAGE Please rate your service satisfaction as follows: 3 Satisfied 1 Very Dissatisfied 2 Somewhat Dissatisfied 4 Very Satisfied 5) Extremely Satisfied 3 Was your 1st contact friendly, helpful and professional 2 4) 5 How satisfied were you with the Office staff and overall communication **(5**) 1 3 Was the Estimator punctual, polite and informative 3 Did the crew arrive punctually on the day of your move 3 Were the crew presentable and polite 3 Did the crew handle your goods with care and attention How satisfied were you with the overall service you received 3 Very Unlikely How likely are you to use our service again and / or recommend us to others Somewhat Unlikely Likely Very Likely

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

**Extremely Likely** 

GREAT	CROW	WITH A HORPFUL ATTITUDE IN WHAT
15 A	VERY	STROBSFUL OXPERIONCE.