

ANTHONY ROB SAM



# 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.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 A. WINTERBOVENE..... REMOVAL DATE 4/7/2022.....

DESTINATION TOWN / CITY / VILLAGE BURY, MILVERTON.....

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

*This wasn't a straightforward move - the destination cottage was small, and challenging. The team just went about their business efficiently and politely. Thoroughly satisfied.*

STEAN PAUL



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CLIENT'S NAME Mr + Mrs BORTING... REMOVAL DATE 28/6/22...

DESTINATION TOWN CITY / VILLAGE 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

The two chaps were very helpful and the move went smoothly.

TAFF SQM



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CLIENT'S NAME KEITH WASTEN ..... REMOVAL DATE 28/06/22  
MAGS EURRETT  
DESTINATION TOWN / CITY / VILLAGE HADLEIGH SUFFOLK

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

AN EXCELLENT JOB ON A LONG DISTANCE MOVE.



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CLIENT'S NAME DAVID & DAN BANNAK REMOVAL DATE 24 JUNE

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	<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

EXCELLENT SERVICE: FRIENDLY, FLEXIBLE, INFORMATIVE.  
THE CREW WERE SO HELPFUL: NOTHING WAS TOO MUCH TROUBLE. THEY WORKED FAST AND WERE EAGER TO PLEASE.

WE WILL BE RECOMMENDING ROSE REMOVALS TO OUR FRIENDS WITHOUT HESITATION!

ANTHONY SAM



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CLIENT'S NAME Ludis Lull REMOVAL DATE 20th June 2022

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

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

From the estimation visit with Mr Marshall, contact with the office staff and the removal men on the day. The whole team are so friendly and the move as stress free as possible. Thank you.



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CLIENT'S NAME ..... MAT HALLER ..... REMOVAL DATE..... 12/06/22 .....  
DESTINATION TOWN / CITY / VILLAGE ..... ASHBURTON .....

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

Adam & Alex



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CLIENT'S NAME REDSTONE REMOVAL DATE 6/6/27

DESTINATION TOWN / CITY / VILLAGE Hook

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

WE COULDN'T BE BEEN HAPPIER WITH ADAM, ALEX + JOSH. THEY ARE A CREDIT TO YOU. WE EVEN HAD OUR NEW NEIGHBOURS AND STAFF ON SITE COMMENTING ON HOW GOOD THEY WERE!

★ TELL JAMIE THEY ALL DESERVE A RAISE OR AN EXTRA DAY OFF !!