

Glenn - Graham



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 FAMAL BATTEN REMOVAL DATE 05/09/22

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

1	2	3	4	<input checked="" type="checkbox"/>
---	---	---	---	-------------------------------------

How satisfied were you with the Office staff and overall communication

1	2	3	4	<input checked="" type="checkbox"/>
---	---	---	---	-------------------------------------

Was the Estimator punctual, polite and informative

1	2	3	4	<input checked="" type="checkbox"/>
---	---	---	---	-------------------------------------

Did the crew arrive punctually on the day of your move

1	2	3	4	<input checked="" type="checkbox"/>
---	---	---	---	-------------------------------------

Were the crew presentable and polite

1	2	3	4	<input checked="" type="checkbox"/>
---	---	---	---	-------------------------------------

Did the crew handle your goods with care and attention

1	2	3	4	<input checked="" type="checkbox"/>
---	---	---	---	-------------------------------------

How satisfied were you with the overall service you received

1	2	3	4	<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

Thanks for all your time - help. Much appreciated.



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CLIENT'S NAME H. J. MYSON REMOVAL DATE 25/9/2020

DESTINATION TOWN / CITY / VILLAGE M.K., DEXBY, DUFFIELD (Derbyshire)
3 DROPS

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.

Being over 80 unlikely to move again but would certainly recommend you firm. Staff excellent all way through.

- 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

Low
305h
WSS
Tom



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CLIENT'S NAME ANVARI REMOVAL DATE Sept 2 2022
 DESTINATION TOWN / CITY / VILLAGE TORQUAY

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					<u>5</u>
How satisfied were you with the Office staff and overall communication					<u>5</u>
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	<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

The whole experience was very impressive. The crew were simply fantastic, easy, happy, and couldn't have been more helpful. I really couldn't believe the service they gave - excellent. Thank you!



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CLIENT'S NAME JANE MULLIGAN REMOVAL DATE 02/09/22
DESTINATION TOWN / CITY / VILLAGE BUDF

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

Very professional and incredibly helpful
Thank you 😊



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CLIENT'S NAME WATSON/WADDINGTON REMOVAL DATE 1/9/22
DESTINATION TOWN / CITY / VILLAGE N.Z.

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 checked="" type="checkbox"/>
Extremely Likely	<input type="checkbox"/>

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

ANDY
ALEX



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CLIENT'S NAME SMALE REMOVAL DATE 2.9.22

DESTINATION TOWN / CITY / VILLAGE TOWN / E. THOLM (NR. KEZSO)

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 checked="" type="checkbox"/>	<input type="checkbox"/>
How satisfied were you with the Office staff and overall communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Was the Estimator punctual, polite and informative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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 & I were excellent, quick, helpful & obliging. Relentlessly good-humoured despite my stains! Very prompt on day two & work rate never stopped.

Flash + Taff + Paul + Sam + Luke Jamie E ANT



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CLIENT'S NAME Sarah Saunders REMOVAL DATE 25/8/2022

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	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

Our crew on the day were friendly, reassuring and helpful. Thank You

Tom
-uke
-leen
Paul
Flash
?ob



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CLIENT'S NAME BLACIWELL REMOVAL DATE 5/9/22 & 9/9/22

DESTINATION TOWN / CITY / VILLAGE WINTERBORNE WHITECHURCH

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"/>

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

ANDY
SAMIE
ALEX



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CLIENT'S NAME GEORGE PEARCE REMOVAL DATE 23-24 AUG 22

DESTINATION TOWN / CITY / VILLAGE WITHERLOVE

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

THE BEST TEAM!



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CLIENT'S NAME Sharon Wallace REMOVAL DATE 23/8/22

DESTINATION TOWN / CITY / VILLAGE Cullompton

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	<input checked="" 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

Very happy with Steen, Paul + Rob - extremely helpful and very quick.

ANTHONY JAMIE & JAMES



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CLIENT'S NAME Mrs J.H. SHAW..... REMOVAL DATE 17 August 22.....

DESTINATION TOWN / CITY / VILLAGE CHULMLEY.....

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

As a company you made what was a very stressful time much easier for us. Your staff from top to bottom treated us with the utmost respect with just the right touch of humour. Your moving crew were exceptional. Treated our possessions & us with great care. They were all well turned out as were your vehicles. Anthony, Jamie & James all had a great sense of humour and the banter was lovely

THANK YOU 😊

5054 + call



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QUALITY QUESTIONNAIRE

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CLIENT'S NAME Amie Lynn..... REMOVAL DATE...5.7.2022.....

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	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 used Rose Removals 3 years ago and ~~so~~ was so impressed that we called them again to help us move into our new home. Again they were fantastic and made ~~what~~ moving house easy and stress free. Thank you.