

STEVEN ZACK PAUL CURR



# 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 DUFFILL REMOVAL DATE 10 MAY 2022  
DESTINATION TOWN / CITY / VILLAGE LAMBETH HURTS QUARTER

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"/>
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	<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

Our sincere thanks to the whole team - especially Steven & Colin (staff). All showed unfailing politeness, cheerfulness, willingness, helpfulness.  
Thank you so much

1ash + Rob F + Josh + Sam



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CLIENT'S NAME ... Fiona Wood ..... REMOVAL DATE ... 9/5/22 .....

DESTINATION TOWN / CITY / VILLAGE Tipton St. John, Sidmouth

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 lads were all so polite, kind and helpful. We really appreciate the great job they did. Thanks to you all.

ANDY  
LUKE



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CLIENT'S NAME GRAHAM HANCOCK REMOVAL DATE 4/5/22

DESTINATION TOWN / CITY / VILLAGE CHINCAMAN

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

How satisfied were you with the Office staff and overall communication

1 2 3 4

Was the Estimator punctual, polite and informative

1 2 3 4

Did the crew arrive punctually on the day of your move

1 2 3 4

Were the crew presentable and polite

1 2 3 4

Did the crew handle your goods with care and attention

1 2 3 4

How satisfied were you with the overall service you received

1 2 3 4

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

ANDY & LUKE WERE EXCELLENT



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CLIENT'S NAME NATALIE BOLT REMOVAL DATE 29.04.2022

DESTINATION TOWN / CITY / VILLAGE TORQUAY

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

How satisfied were you with the Office staff and overall communication

1 2 3 4

Was the Estimator punctual, polite and informative

1 2 3 4

Did the crew arrive punctually on the day of your move

1 2 3 4

Were the crew presentable and polite

1 2 3 4

Did the crew handle your goods with care and attention

1 2 3 4

How satisfied were you with the overall service you received

1 2 3 4

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 SERVICE!

ANTHONY SAM



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CLIENT'S NAME Jo SEARLE REMOVAL DATE 19/04/22  
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

I had used Rose Removals in the past and been pleased with the service. I was not disappointed using them again. Anthony and Sam were polite, efficient and helpful for the duration of the removal and packed and transported everything with care.

ANDY  
FLASH  
5054



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CLIENT'S NAME ... RUTH DALTON ... REMOVAL DATE ... 13/4/22 ...

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

excellent service. Put me at ease on what could have been a very stressful day!  
Very cheerful men and very accomodating.

ADAM Alex & Taff



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CLIENT'S NAME SUSAN MACKLEY..... REMOVAL DATE.....14<sup>th</sup> MAY.....

DESTINATION TOWN / CITY / VILLAGE .....BUDLEIGH.....PATERTON.....

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				(4)	
How satisfied were you with the Office staff and overall communication				(4)	
Was the Estimator punctual, polite and informative				(4)	
Did the crew arrive punctually on the day of your move				(4)	
Were the crew presentable and polite				(4)	
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

*Hopefully will not be moving again myself!  
Will certainly recommend you.  
Many thanks for moving me safely to Devon.*

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

[Empty box for additional comments]

GRAHAM  
JOSH  
JACIE &  
TOM  
ALEX



Membership  
No. R040

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CLIENT'S NAME MR M AMOR REMOVAL DATE 3/12/21

DESTINATION TOWN / CITY / VILLAGE HALBERTON

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

EXCELLENT SERVICE  
WOULD HIGHLY RECOMMEND  
THANK YOU