

Tom
Janie
Oakley
Shane
Harry



ROSE REMOVALS AND STORAGE of DEVON

DOMESTIC • OVERSEAS • BUSINESS • STORAGE



STATION BUSINESS PARK • LAPPFORD • CREDITON • DEVON EX17 6AE • 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 Sheppard REMOVAL DATE..... 2/4/24

DESTINATION TOWN / CITY / VILLAGE Wrafton Braunton

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="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	<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

Very pleased will definately recommend and use again thankyou very much
Mark + Gayle.

Tom
 Jamie
 Steen
 Shane
 Harry
 Keiran



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CLIENT'S NAME Marion & Robert Field REMOVAL DATE 27/28 March 2024
 DESTINATION TOWN / CITY / VILLAGE Witchleigh

Please rate your service satisfaction as follows:

1 Very Dissatisfied
 5 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

Recommend, but not use again as we hope never having to move again!

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

ANDY
JAMIE
FLASH
ROB



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CLIENT'S NAME MR & MRS ORR REMOVAL DATE 20-3-2024

DESTINATION TOWN / CITY / VILLAGE TOPSHAM

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

THANK YOU ROSE REMOVALS FOR SENDING YOUR A TEAM (VERY SMOOTH MOVE BRILLIANT)

Luke
Tom
Josh
Harry



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CLIENT'S NAME S. FRANCIS..... REMOVAL DATE 18, 19, 20 MARCH
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

THEY WERE ALL VERY FRIENDLY, HELPFUL & EFFICIENT. ONE OF THEM EVEN HELPED ME SET UP MY LAPTOP & PRINTER! (SORRY DON'T REMEMBER HIS NAME !)

ANDY
JOSH
HARRY



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CLIENT'S NAME MR P KNIBB REMOVAL DATE 11/3/24

DESTINATION TOWN / CITY / VILLAGE

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					✓
How satisfied were you with the Office staff and overall communication					✓
Was the Estimator punctual, polite and informative					✓
Did the crew arrive punctually on the day of your move					✓
Were the crew presentable and polite					✓
Did the crew handle your goods with care and attention					✓
How satisfied were you with the overall service you received					✓

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 MOVE WAS FOR MY BROTHER WHO HAS NEVER MOVED BEFORE IN 70 YEARS, THE SERVICE WAS EXCELLENT

Tom
Sam
Harry



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CLIENT'S NAME CHRIS MEREDITH REMOVAL DATE 07/03/24

DESTINATION TOWN / CITY / VILLAGE PAIGNTON

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

Have used once before & service just as good as last time. Excellent.