





STATION BUSINESS PARK · LAPFORD · CREDITON · DEVON EX17 6AE · Telephone 01363 83700 · Fax 01363 83747 www.roseremovals.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.		1	
CLIENT'S NAME H. FISHER	REMOVAL DAT	24/25 November	louz
CLIENT'S NAME H. FISHER  DESTINATION TOWN/CITY/VILLAGE	Exm	putit.	
Please rate your service satisfaction a	as follows:		
1 Very Dissatisfied 4 Very Satisfied	2 Somewhat Dissatisfied 5 Extremely Satisfied	3 Satisfied	
Was your 1st contact friendly, helpful and pro	fessional	1 2 3 4	5
How satisfied were you with the Office staff a	nd overall communication	1 2 3 4	5
Was the Estimator punctual, polite and inform	native	1 2 3 4	5
Did the crew arrive punctually on the day of y	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	l attention	1 2 3 4	5
How satisfied were you with the overall service	ce you received	1 2 3 4	5
How likely are you to use our service again and / or recommend us to others	in	Very Unlikely Somewhat Unlikely	]
			-
		Likely	]
		Likely  Very Likely	
Please provide any additional comments	below. Please note that the	Very Likely  Extremely Likely	osite
Please provide any additional comments	below. Please note that the	Very Likely  Extremely Likely	osite
Please provide any additional comments	below. Please note that the	Very Likely  Extremely Likely	osite
Please provide any additional comments	below. Please note that the	Very Likely  Extremely Likely	osite
Please provide any additional comments	below. Please note that the	Very Likely  Extremely Likely	osite







Membership

DOMESTIC · OVERSEAS · BUSINESS · STORAGE

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CLIENT'S NAME Lindsay McAreavey REMOVAL DATE 17/11/22

DESTINATION TOWN/CITY/VILLAGE

BANDELL, SOMERSET.

Please rate your service satisfaction as	s follows:		
1 Very Dissatisfied 4 Very Satisfied	2 Somewhat Dissatisfied  5 Extremely Satisfied	3 Satisfied	
Was your 1st contact friendly, helpful and profe	essional	1 2	3 4 5
How satisfied were you with the Office staff and	d overall communication	1 2	3 4 5
Was the Estimator punctual, polite and informa	tive	1 2	3 4 5
Did the crew arrive punctually on the day of you	ur 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		Very Unlikely	
and / or recommend us to others		Somewhat Unlikely	
		Likely	
		Very Likely	
		Extremely Likely	
Please provide any additional comments b	elow. Please note that thes	se may be used as reviev	vs on our website
Couldn't fault the s	service you go	ave from s	tart to



# ROSE REMOVALS AND STORAGE OF DEVON



Membership No. R040 DOMESTIC · OVERSEAS · BUSINESS · STORAGE

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CLIENT'S NAME CRAHAM RUTTER REMOVAL DATE.  DESTINATION TOWN/CITY/VILLAGE	15/11/22
DESTINATION TOWN/CITY/VILLAGE	SED, DARWICKSHIEE
Please rate your service satisfaction as follows:  1 Very Dissatisfied 2 Somewhat Dissatisfied 5 Extremely Satisfied 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	3 Satisfied  1 2 3 4 5  1 2 3 4 5  1 2 3 4 5  1 2 3 4 5  1 2 3 4 5  1 2 3 4 5  1 2 3 4 5  1 2 3 4 5  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 CREW WERE VERY PROFESSIONAL, FREMOLY, HELPFUL AND PUNCTUAL WOULD DEFINITELY RECOMMEND YOU AND VERY HAPPY WITH THE OVERALL SERVICE



## ROSE REMOVALS AND STORAGE OF DEVON



Membership
No. R040

DOMESTIC · OVERSEAS · BUSINESS · STORAGE

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### **QUALITY QUESTIONNAIRE**

If you could find time to complete the find time time to complete the find time time time time time time time time			
CLIENT'S NAME T. Walso	REMOVAL DATE	· 14 /11/22	
CLIENT'S NAME		de Court	
Please rate your service satisfact	tion as follows:		
1 Very Dissatisfied 4 Very Satisfied	2 Somewhat Dissatisfied 5 Extremely Satisfied	3 Satisfied	
Was your 1st contact friendly, helpful an	d professional	1 2	3 4 5
How satisfied were you with the Office s	taff and overall communication	1 2	3 4 (5)
Was the Estimator punctual, polite and i	nformative	1 2	3 4 5
Did the crew arrive punctually on the da	y 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 ca	re 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	e again	Very Unlikely	
and / or recommend us to others	, ugu	Somewhat Unlikely	
		Likely	
		Very Likely	
		Extremely Likely	
Please provide any additional comm	ents below. Please note that the	ese may be used as reviev	vs on our website
Good Services	all Round		

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### ROSE REMOVALS AND STORAGE OF DEVON



Membership No. R040 (DOMESTIC) · (OVERSEAS) · (BUSINESS) · (STORAGE)

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CLIENT'S NAMEYALLIAS G FORR REMOVAL DATE 8-11-22

Please rate your service satisfaction as follows:    Wat Very Dissatisfied   2 Somewhat Dissatisfied   5 Extremely Satisfied   5 Extremely Satisfied   6 Somewhat Dissatisfied   6 Somewhat Dissatisfied   6 Somewhat Dissatisfied   7 Somewhat Dissatisfied	DESTINATION TOWN/CITY/VILLAGE BOVEY TRACE	E7	
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  Were the crew presentable and polite  Did the crew handle your goods with care and attention  Were the crew presentable and polite  Did the crew handle your goods with care and attention  Were the crew presentable and polite  Did the crew handle your goods with care and attention  Were the crew presentable and polite  Did the crew handle your goods with care and attention  Were the crew presentable and polite  Did the crew handle your goods with care and attention  Were the crew presentable and polite  Did the crew handle your goods with care and attention  Were the crew presentable and polite  Did the crew handle your goods with care and attention  Were the crew presentable and polite  Did the crew presentable and	144 Very Dissatisfied 2 Somewhat Dissatisfied	3 Satisfied	
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  Please provide any additional comments below. Please note that these may be used as reviews on our website		1 2	3 4 5
Did the crew arrive punctually on the day of your move    1	How satisfied were you with the Office staff and overall communication	1 2	3 4 (5)
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  To a satisfied were you with the overall service you received  To a satisfied were you with the overall service you received  To a satisfied were you with the overall service you received  To a satisfied were you to use our service again and / or recommend us to others  To you to use our service again and / or recommend us to others  To you to use our service again and / or recommend us to others  To you to use our service again and / or recommend us to others  To you to use our service again and / or recommend us to others  To you to use our service again and / or recommend us to others  To you to use our service again and / or recommend us to others  To you to use our service again and / or recommend us to others  To you to use our service again and / or recommend us to others  To you to use our service again and / or recommend us to others  To you to use our service again and / or recommend us to others  To you to use our service again and / or recommend us to others  To you to use our service again and / or recommend us to others  To you to use our service again and / or recommend us to others  To you to use our service again and / or recommend us to others  To you to use our service again and / or recommend us to others  To you to use our service again and / or recommend us to others  To you to use our service again and / or recommend us to others  To you to use our service again and / or recommend us to others  To you to use our service again and / or recommend us to others  To you to use our service again and / or recommend us to others  To you to use our service again and / or recommend us to others  To you to use our service again and / or recommend us to others  To you to use our service again and / or recommend us to others  To you to use our service again and / or recommend us to others  To you to use our service again and / or recommend us to ot	Was the Estimator punctual, polite and informative	1 2	3 4 5
Did the crew handle your goods with care and attention  How satisfied were you with the overall service you received  The satisfied were you to use our service again  The satisfied were you to use our service again  The satisfied were you to use our service again  The satisfied were you to use our service again  The satisfied were you to use our service again  The satisfied were you to use our service again  The satisfied were you to use our service again  The satisfied were you to use our service again  The satisfied were you to use our service again  The satisfied were you to use our service again  The satisfied were you to use our service again  The satisfied were you to use our service again  The satisfied were you to use our service again  The satisfied were you to use our service again  The satisfied were you to use our service again  The satisfied w	Did the crew arrive punctually on the day of your move	1 2	3 4 5
How satisfied were you with the overall service you received    1	Were the crew presentable and polite	1 2	3 4 5
How satisfied were you with the overall service you received    1	Did the crew handle your goods with care and attention	1 2	3 4 5
and / or recommend us to others    Somewhat Unlikely   Likely   Very Likely   Extremely Likely		1 2	3 4 (5)
and / or recommend us to others    Somewhat Unlikely   Likely   Very Likely   Extremely Likely			
Likely			
Very Likely  Extremely Likely  Please provide any additional comments below. Please note that these may be used as reviews on our website	How likely are you to use our service again	Very Unlikely	
Please provide any additional comments below. Please note that these may be used as reviews on our website	How likely are you to use our service again and / or recommend us to others		
Please provide any additional comments below. Please note that these may be used as reviews on our website	How likely are you to use our service again and / or recommend us to others	Somewhat Unlikely	
	How likely are you to use our service again and / or recommend us to others	Somewhat Unlikely Likely	
Move went very well, crear very helpfuld friendlegg. friendly Many Heales to all would definitely	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	Somewhat Unlikely Likely Very Likely Extremely Likely	



## SE REMOVALS D STORAGE OF DEVON



(DOMESTIC) · (OVERSEAS) · (BUSINESS) · (STORAGE)

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CLIENT'S NAME MAM GRAUT REMOVAL DATE	8th/9th NOV 2022
DESTINATION TOWN/GITY/VILLAGE	THE !
Please rate your service satisfaction as follows:	
1 Very Dissatisfied 2 Somewhat Dissatisfied 4 Very Satisfied 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







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envelope we would be most grateful.

CLIENT'S NAME KOSIE Sugar REMOVAL DATE		
DESTINATION TOWN/CITY/VILLAGE	ard Rocal	
Please rate your service satisfaction as follows:		
1 Very Dissatisfied 2 Somewhat Dissatisfied  (F) Very Satisfied 5 Extremely Satisfied	3 Satisfied	
Was your 1st contact friendly, helpful and professional	1 2 3 4	<b>(5)</b>
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	(3)
Did the crew arrive punctually on the day of your move	1 2 3 4	<b>(5)</b>
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	Very Unlikely	
How likely are you to use our service again and / or recommend us to others	Very Unlikely  Somewhat Unlikely	
	Somewhat Unlikely	
	Somewhat Unlikely  Likely	
	Somewhat Unlikely  Likely  Very Likely  Extremely Likely	<u>ite</u>
and / or recommend us to others	Somewhat Unlikely  Likely  Very Likely  Extremely Likely	<u>ite</u>
and / or recommend us to others	Somewhat Unlikely  Likely  Very Likely  Extremely Likely	ite
and / or recommend us to others	Somewhat Unlikely  Likely  Very Likely  Extremely Likely	ite