

Tom
Luke
Oakley
Kieren
Lass



ROSE REMOVALS AND STORAGE of DEVON

DOMESTIC • OVERSEAS • BUSINESS • STORAGE



STATION BUSINESS PARK • LAFORD • 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 H. FISTER REMOVAL DATE 24/25 November 2022
DESTINATION TOWN / CITY / VILLAGE EXMOUTH

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 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



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CLIENT'S NAME Lindsay McAreevey..... REMOVAL DATE 17/11/22.....

DESTINATION TOWN / CITY / VILLAGE BANWELL, SOMERSET.

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

Couldn't fault the service you gave from start to finish.



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CLIENT'S NAME GRAHAM RUTTER REMOVAL DATE 15/11/22

DESTINATION TOWN / CITY / VILLAGE SARFORD, WARWICKSHIRE

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 CREW WERE VERY PROFESSIONAL, FRIENDLY, HELPFUL AND PUNCTUAL. WOULD DEFINITELY RECOMMEND YOU AND VERY HAPPY WITH THE OVERALL SERVICE



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CLIENT'S NAME *T. Walsh* REMOVAL DATE *14 / 11 / 22*

DESTINATION TOWN / CITY / VILLAGE *Edwards Court*

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	<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

Good Service all Round

T Walsh

Tom
Ganie



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CLIENT'S NAME Mrs MRS C. FARR REMOVAL DATE 8-11-22

DESTINATION TOWN / CITY / VILLAGE BOVEY TRACEY

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="radio"/> 5
How satisfied were you with the Office staff and overall communication	1	2	3	4	<input checked="" type="radio"/> 5
Was the Estimator punctual, polite and informative	1	2	3	4	<input checked="" type="radio"/> 5
Did the crew arrive punctually on the day of your move	1	2	3	4	<input checked="" type="radio"/> 5
Were the crew presentable and polite	1	2	3	4	<input checked="" type="radio"/> 5
Did the crew handle your goods with care and attention	1	2	3	4	<input checked="" type="radio"/> 5
How satisfied were you with the overall service you received	1	2	3	4	<input checked="" type="radio"/> 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

Move went very well, crew very helpful & friendly. Friendly. Many thanks to all. Would definitely use again if necessary

1007 GIVE 2024 2011



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CLIENT'S NAME MR M GRANT REMOVAL DATE 8th / 9th Nov 2022
DESTINATION TOWN / CITY / VILLAGE EXMOUTH

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

Team
Luke
Josh
Samie
Flash



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CLIENT'S NAME Rosie Sugar..... REMOVAL DATE 03-07 October 2022

DESTINATION TOWN / CITY / VILLAGE Morchar Road

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	<u>5</u>
How satisfied were you with the Office staff and overall communication	1	2	3	4	<u>5</u>
Was the Estimator punctual, polite and informative	1	2	3	4	<u>5</u>
Did the crew arrive punctually on the day of your move	1	2	3	4	<u>5</u>
Were the crew presentable and polite	1	2	3	4	<u>5</u>
Did the crew handle your goods with care and attention	1	2	3	4	<u>5</u>
How satisfied were you with the overall service you received	1	2	3	4	<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 checked="" type="checkbox"/>
Extremely Likely	<input type="checkbox"/>

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