

ANDY +
JAMES
GRAHAM
ANTHONEY



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 JILL IRELAND REMOVAL DATE 17.11.18 NANGM BCL

DESTINATION TOWN / CITY / VILLAGE TAUNTON

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

Andy, James, Graham and Anthony were absolutely brilliant. would highly recommend Rose Removals, couldn't wish for more!



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CLIENT'S NAME Jenny Devrell REMOVAL DATE 19/11/20

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

Very happy, already recommending to friends. Wouldn't use anyone else now.

ANTHONY FLASHI GRAHAM



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CLIENT'S NAME PETER JACKSON REMOVAL DATE 25 / 11 / 20

DESTINATION TOWN / CITY / VILLAGE PUDDINGTON, TIVERTON

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

AND EVEN MORE SO, A DELIGHT TO DEAL WITH YOUR COMPANY, NOTHING WAS TOO MUCH.

STAN TARR GRAHAM TOM.



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CLIENT'S NAME Mrs J. PHILLIPS REMOVAL DATE 27 NOVEMBER 2020

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

The team carried out the work efficiently and very helpfully. They were very kind and understanding and good humoured throughout.

Flash + Andy H



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CLIENT'S NAME REMOVAL DATE.....

DESTINATION TOWN / CITY / VILLAGE

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 checked="" 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"/>
Was the Estimator punctual, polite and informative	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Did the crew arrive punctually on the day of your move	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Were the crew presentable and polite	<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 checked="" type="checkbox"/>
How satisfied were you with the overall service you received	<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

Thank you so much Flash + Andy! Great team! Thank you Rose Removals! 😊



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CLIENT'S NAME Mrs + Mrs DWEN REMOVAL DATE 11-11-20

DESTINATION TOWN / CITY / VILLAGE WATERLOOVILLE HANTS

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

Andrew and Jamie were courteous, extremely hardworking and diligent with all items to be moved. We could not have asked for a better team.

ANTHONY + TOM + GLYN



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CLIENT'S NAME NAOMI HUTCHINGS REMOVAL DATE 18/11/2020 & 12/11/2020

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

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

Staff were brilliant on both days. Professional, friendly, took great care with my furniture.

ANDY H
 JAMES
 TOM
 ANDY B



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CLIENT'S NAME MIKE ROCKS REMOVAL DATE 19-20/11/20
 DESTINATION TOWN / CITY / VILLAGE WOODBURY

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

HOPEFULLY WON'T HAVE TO
 MOVE FOR ANOTHER
 41 YEARS

- Very Unlikely
- Somewhat Unlikely
- Likely
- Very Likely
- Extremely Likely IF WE HAVE TO!

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

YOUR GUYS ARE AS GOOD AS THE BEST.
 Mike Rocks

Graham

Josh



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CLIENT'S NAME Mr & Mrs A.R. Dawey REMOVAL DATE 23/24th Nov 20.
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

Josh and Graham were super lads, nothing to much trouble for them, as my husband's back is not to good at moment. even our dog loved them. Christine Dawey



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CLIENT'S NAME BONNIE ZOFFER REMOVAL DATE 25.11.2020

DESTINATION TOWN / CITY / VILLAGE CHILLINGTON

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

THE MEN WERE VERY HELPFUL & GOOD WITH
THE MOVE I WOULD RECOMMEND TO ALL MY FRIENDS



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CLIENT'S NAME ISABEL STEWART... REMOVAL DATE Nov: 26th 2020

DESTINATION TOWN / ~~CITY~~ / VILLAGE EXMOUTH.....

Please rate your service satisfaction as follows:

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

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 crew were wonderful. I wasn't told by McAnthy and Stone that they weren't allowed to use the lifts. They had to carry everything up 3 flights of stairs!! Take note of this in case you are asked to come here again.

Thank you so much for everything,

ANTHONY + MERV + JOSH



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QUALITY QUESTIONNAIRE

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CLIENT'S NAME SWEET REMOVAL DATE... 26/27th NOV. 2020
DESTINATION TOWN / CITY / VILLAGE Dunsford EX6 7AE

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

It would be hard to find any team who could have made a stressful event better than you did. The team worked easily together & were cheerful & helpful. We would highly recommend them.



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CLIENT'S NAME HUSHKINSON REMOVAL DATE 6th Nov move date
DESTINATION TOWN / CITY / VILLAGE EX17 5H2

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 *(did remotely)*

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

Andrew & Jamie were superb and very helpful and professional. We especially appreciated the late Friday unload so we had more we could sort out over the weekend.

~~LUKE~~ Flash + LUKE



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CLIENT'S NAME MARK AGGETT..... REMOVAL DATE 31/10/2020.....

DESTINATION TOWN / CITY / VILLAGE EXETER, MONKERTON

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

FLASH
SAMAN
LUKE
ANDY B
SAMIE R



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CLIENT'S NAME MR M ALLEN REMOVAL DATE 10/11/20

DESTINATION TOWN / CITY / VILLAGE ORSHAMPTON

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

EXCELLENT SERVICE AGAIN.

Flash Glynn + Josh + Andy B + Graham



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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 M.A.S.J. TAYLOR..... REMOVAL DATE...11/11/2020

DESTINATION TOWN / CITY / VILLAGE

MORCHARD BISHOP

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

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 happy with the service, having used you before & would recommend you to others, & if we ever move again would definately call you again.



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 Sarah KITE..... REMOVAL DATE 17.11.20.....

DESTINATION TOWN / CITY / VILLAGE Launceston.....

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 two guys that moved me from Crediton to Launceston were amazing + a huge credit to your business .