TAMES GRAHAM HNTHONEY

> Membership No. R040





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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 IX	LELAND REMOVAL DATE	E 17/18 NOW	66L	
DESTINATION TOWN/CITY/VI	ILLAGE TAUNTO	N		
Please rate your service satisfa	action as follows:		***************************************	
Very Dissatisfied Very Satisfied	2 Somewhat Dissatisfied 5 Extremely Satisfied	3 Satisfied		
Was your 1st contact friendly, helpful a	and professional	1 2 ;	3 4	(5)
How satisfied were you with the Office	staff and overall communication	1 2 :	3 4	<u> </u>
Was the Estimator punctual, polite and	l informative	1 2 :	3 4	Ō
Did the crew arrive punctually on the d	lay of your move	1 2 ;	3 4	(5)
Were the crew presentable and polite		1 2	3 4	
Did the crew handle your goods with c	are and attention	1 2 ;	3 4	5
How satisfied were you with the overa	II service you received	1 2	3 4	5
How likely are you to use our service	co again	Very Unlikely		1
and / or recommend us to others	oo agam	Somewhat Unlikely		
		Likely		
		Very Likely		- 7
		Extremely Likely		֝֟ ֭֭֓֞֝
Please provide any additional comi	ments below. Please note that the	ese may be used as review	/s on our wel	bsite_
Andy, James, Gr absorutely hi Rote Removals	aham and Anth	noney were		,
absorutely by	rulant. Would	nighty reco	m men	\mathcal{C}
Rose Remarals	, coudn't we	on fer mon	e!	



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DESTINATION TOWN/CITY/		2(-2./			
1 Very Dissatisfied 4 Very Satisfied	2 Somewhat Dissatisfied 5 Extremely Satisfied	3 Satisfied			
Was your 1st contact friendly, helpfu	l and professional	1 2	3	4	5
How satisfied were you with the Offi		1 2	3	4	5/
Was the Estimator punctual, polite a		1 2	3	4	5
Did the crew arrive punctually on the		1 2	3	4	5
Were the crew presentable and polit		1 2	3	4	5/
Did the crew handle your goods with		1 2	3	4	5/
How satisfied were you with the ove		1 2	3	4	1 5
How likely are you to use our ser	vice again	Very Unlikely]
and / or recommend us to others		Somewhat Unlikely			1
		Likely]
		Very Likely]
		Extremely Likely		V	1

Very happy, already recommending to friends. Wouldnesse onyone else now.



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CLIENT'S NAME PETER JACKSON REMOVAL DATE 25 11 120 PUDDINGTON, TIVERTON DESTINATION TOWN/CITY/VILLAGE

Please rate your service satisfa	ction as follows:					-
Very Dissatisfied Very Satisfied	2 Somewhat Dissatisfied 5 Extremely Satisfied	3	Satisfied			
Was your 1st contact friendly, helpful a		1	2	3	4	1 (5)
How satisfied were you with the Office		1	2	3	4	5
Was the Estimator punctual, polite and	l informative	1	2	3	4	$\begin{array}{c c} \hline \\ \hline \\ \hline \\ \hline \end{array}$
Did the crew arrive punctually on the d	lay of your move	1	2	3	4	5
Were the crew presentable and polite		11	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	3 4 5	
How likely are you to use our servi	ce again	Very Unii	ikely]
and / or recommend us to others		Somewh	at Unlikely]
		Likely				
		Very Like	ely			」
		Extremel	ly Likely		—	<u> </u>

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





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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.

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CLIENT'S NAME MAS 2 PHI	LL(PS REMOVAL DATE	27 100 BURENS 2	2020	
DESTINATION TOWN/CITY/VII	LLAGE CLED			
Please rate your service satisfa	ction as follows:		***************************************	
1 Very Dissatisfied 4 Very Satisfied	2 Somewhat Dissatisfied 5 Extremely Satisfied	3 Satisfied		
Was your 1st contact friendly, helpful a	nd professional	1 2 3	4 8	
How satisfied were you with the Office	staff and overall communication	1 2 3	4 L8	
Was the Estimator punctual, polite and	informative	1 2 3	4 V8	
Did the crew arrive punctually on the da	ay of your move	1 2 3	4 US	
Were the crew presentable and polite		1 2 3	4 15	
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 servic	e again	Very Unlikely		
and / or recommend us to others		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 humowed throughout.				
	~			

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CLIENT'S NAME	REMOVAL DATE.			
DESTINATION TOWN/CITY/VILLAGE				
Please rate your service satisfaction as	follows:			
1	2 Somewhat Dissatisfied 5 Extremely Satisfied	3 Satisfied		
Was your 1st contact friendly, helpful and profes	ssional	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 informat	ive	1 2 3	5	
Did the crew arrive punctually on the day of you	r 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		
and 7 of recommend us to others		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				
That you so New Fash + Andy! Great				
That you so Much frash + Andy! Great tear! That you lose Remakes!				





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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 MRY MR	S DWGN REMOVAL DATE		\ \
DESTINATION TOWN / CITY / V	TILLAGE WATCH	stoonitte th	MV15
Please rate your service satisf	action 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 Offic	e staff and overall communication	1 2 3	4 5
Was the Estimator punctual, polite ar	nd 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 over	all service you received	1 2 3	4 5
How likely are you to use our servand / or recommend us to others	vice again	Very Unlikely	
		Somewhat Unlikely	
		Likely	
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		Extremely Likely	
	mments below. Please note that the		
Andrew and fam and diligent a not have asked	ie were courteous, ith all items to for a better toam	extremely hard. Se moved. "	lworking We Lould



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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
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	Very Unlikely
and / or recommend us to others	Somewhat Unlikely
	Likely
	Very Likely
	Extremely Likely

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



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If you could find time to complete the few questions below and return it to us in the reply paid

Please rate your service satisfaction as follows: 1 Very Dissatisfied 2 Somewhat Dissatisfied 4 Very Satisfied 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 1 2 3 4 5 1 2 3 4 5	envelope we would be most grateful.	REMOVAL DATE	19-20/11/20
1 Very Dissatisfied 4 Very Satisfied 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 How likely are you to use our service again and / or recommend us to others HOFERWY WORK WERE HAJE TO Very Unlikely Likely Likely Very Likely Extremely Likely Extremely Likely Extremely Likely Extremely Likely	DESTINATION TOWN/CITY/VILI	LAGE WOOD!	
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 of or recommend us to others How likely are you to use our service again and of or recommend us to others How likely are you to use our service again and overall service with the overall service you received How likely are you to use our service again and overall service with the overall service you received How likely are you to use our service again and overall communication How likely are you to use our service again and overall communication How likely are you to use our service again and overall communication How likely are you to use our service again and overall service you received How likely are you to use our service again and overall service you received How likely are you to use our service again and overall service you received How likely are you to use our service again and overall service you received How likely are you to use our service again and overall service you received How likely are you to use our service again and overall service you received How likely are you to use our service again and overall service you received How likely are you to use our service again and overall service you received How likely are you to use our service again and overall service you received How likely are you to use our service again and overall service you received How likely are you to use our service again and overall service you received	1 Very Dissatisfied	2 Somewhat Dissatisfied	
How likely are you to use our service again and / or recommend us to others HOLEGUAT HOLEGUAT	How satisfied were you with the Office s Was the Estimator punctual, polite and i Did the crew arrive punctually on the da Were the crew presentable and polite Did the crew handle your goods with ca	taff and overall communication nformative y of your move	1 2 3 4 5 1 2 3 4 5
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 and / or recommend us to others HOLEFULY MOVE FALL A	e again SONT HAVE TO NOTHER YEARS	Very Unlikely Somewhat Unlikely Likely Very Likely Extremely Likely IF WE HAJE TO
- C C C C C C C C C C C C C C C C C C C	Please provide any additional com		

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CLIENT'S NAME MC 2 MV 5 V	1.R. Dawey REMOVAL DATE	23/24 1000	170.		
DESTINATION TOWN/CITY/VILLA	age Crec	liton			
Please rate your service satisfaction	on 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 1		
How satisfied were you with the Office sta		1 2	3 4 🗸 5		
Was the Estimator punctual, polite and inf		1 2	3 4 V 5		
Did the crew arrive punctually on the day		1 2	3 4 1		
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		1 2	3 4 🗸		
		1 2	3 4 🗸		
		1 2	3 4 1		
		Very Unlikely			
How likely are you to use our service a and / or recommend us to others	again	Somewhat Unlikely			
		Likely			
		Very Likely			
		•			
		Extremely Likely			
Please provide any additional comme	nts below. Please note that the	ese may be used as revie	ws on our website		
Josh and graha	m were sup	or lads,	nothing		

Josh and graham we	ine super	lads	nothing,
1 Trouble Dac	Choma as	mu M	USDANCIS
back is not to good evenour dog Loved t	hem. C	ne. hvistire	Davey
EVALORI GOLG COOLS	The second secon		





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envelope we would be most grateful.	/		

CLIENT'S NAME BROWN ZO	FKIR REMOVAL DATE	25 · \\	. 202	<i>o</i> 		
DESTINATION TOWN/CITY/VILLA	GE CHILL	HG TON	-1			
Please rate your service satisfactio	n as follows:		***************************************			********
Very Dissatisfied Very Satisfied	2 Somewhat Dissatisfied 5 Extremely Satisfied	3 ;	Satisfied			
Was your 1st contact friendly, helpful and p	professional	1	2	3	4	AS .
How satisfied were you with the Office staf	f and overall communication	1	2	3	4	6
Was the Estimator punctual, polite and info	rmative	1	2	3	4	\$
Did the crew arrive punctually on the day o	f your move	1 1	2	3	4	5
Were the crew presentable and polite		1	2	3	4	<u> </u>
Did the crew handle your goods with care a	and attention	1	2	3	4	5
How satisfied were you with the overall ser	vice you received	1	2	3	4	5
How likely are you to use our service ag	aain	Very Unlik	elv			
and / or recommend us to others	,	Somewhat				! [
		Likely	,			
		Very Likely	ı			
		Extremely				ĺ
		•	•	•		
Please provide any additional comment						<u>site</u>
THE MEN WERE	VERY HALPFUL	क द्व	ood.	wilh		
THE MEN WERE the move I would	el recommend to	o all r	ny	present	ھ	
			الوست	7		



DESTINATION TOWN / CITY / WILLAGE

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CLIENT'S NAME IS A BEL STELDART REMOVAL DATE NOV. Z6 20 EXMOUTH

Please rate your service satisfacti	on as follows:	***************************************				
1 Very Dissatisfied 4 Very Satisfied	2 Somewhat Dissatisfied 5 Extremely Satisfied	3 S	Satisfied			
Was your 1st contact friendly, helpful and	professional	1	2	3	4	(5 <u>)</u>
How satisfied were you with the Office sta	aff and overall communication	1	2	3	4	(S)·
Was the Estimator punctual, polite and in	formative	1	2	3	4	(3)
d the crew arrive punctually on the day of your move		1	2	3	4	(5) <u></u>
Were the crew presentable and polite		11	2]	3	4	(5)
Did the crew handle your goods with care	and attention	1	2	3	4	(3)
How satisfied were you with the overall se	ervice you received	1	2	3	4	3
How likely are you to use our service again and / or recommend us to others	again	Very Unlike	ely	·		
and, or recommend as to canone		Somewhat Unlikely Likely				
		Very Likely				
		Extremely I	Likely			

The crew were	at they weren't allowed to we the light,
and Store the	I then is event allowed to use that the
They had to car	ry eventuing us 3. 1. 11
Take note so t	ry eventume up 3 slights of stairs!! tis in case you should be use the lights tis in case you
ogain.	and asked to come love
Thank us	
Ann E	so much for everything,







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QUADITI QUESTION	TARRE	
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DESTINATION TOWN/CITY/VILLAGE DUNS/STA	EX6 7AE	
Please rate your service satisfaction as follows:	The state of the s	
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 6
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 thes	e may be used as reviews on ou	r website
It would be hard to find any tear in made a stressful event better is worked early together a were che we would highly recommend	n who carld have than you did. There is helpful a helpful them.	e he team



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	QUALITY QUESTION	NAIRE	
If you could find time to complete the	e Removals has of continuously monito few questions below and return it to us it is to the second of	in the reply paid	
DESTINATION TOWN/CITY/VIL	LAGE EKI	7 SH2	
Please rate your service satisfac	tion as follows:		
Very Dissatisfied Very Satisfied	2 Somewhat Dissatisfied 5 Extremely Satisfied	3 Satisfied	
Was your 1st contact friendly, helpful a	nd professional	1 2	3 4 6
How satisfied were you with the Office s	staff and overall communication	1 2	3 4 5
Was the Estimator punctual, polite and	informative (Ald remotels)	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 6
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 6
How likely are you to use our servic	e again	Very Unlikely	· · · · ·
and / or recommend us to others		Somewhat Unlikely	
		Likely	
		Very Likely	
		Extremely Likely	

Andrew & James were ruperts and relphol and protectional. We especially	oppremente
the late frides unload so me had more suit out over the wellend.	70e (0-110



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envelope we would be most grateful.

envelope we would be most grateran.			
CLIENT'S NAME MALK AG	GG TT REMOVAL DATE	31/10/2020	
DESTINATION TOWN/CITY/VI	GG TT REMOVAL DATE	e, MONKETTON	
Please rate your service satisfa			
1 Very Dissatisfied 4 Very Satisfied	2 Somewhat Dissatisfied 5 Extremely Satisfied	3 Satisfied	
Vas your 1st contact friendly, helpful a	and professional	1 2 3	4 4
low 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 c	lay 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 overa		1 2 3	4 5
How likely are you to use our servi and / or recommend us to others	ce again	Very Unlikely Somewhat Unlikely Likely	
		Very Likely Extremely Likely	
Please provide any additional com	ments below. Please note that the	Extremely Likely	our website
Please provide any additional com	nments below. Please note that the	Extremely Likely	our website
Please provide any additional com	nments below. Please note that the	Extremely Likely	our website
Please provide any additional com	iments below. Please note that the	Extremely Likely	our website
Please provide any additional com	nments below. Please note that the	Extremely Likely	our website

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DESTINATION TOWN/CITY/VI						
1 Very Dissatisfied 4 Very Satisfied	2 Somewhat Dissatisfied 5 Extremely Satisfied	3	Satisfied			
Nas your 1st contact friendly, helpful	and professional	1	2	3		5
How satisfied were you with the Office	staff and overall communication	1	2	3		5
Was the Estimator punctual, polite and informative		1	2 [3	W	5
Did the crew arrive punctually on the c	lay of your move	1	2	3	J. G.	5
Nere the crew presentable and polite		1	2	3		5
Did the crew handle your goods with o	care and attention	1	2	3		5
How satisfied were you with the overa	Il service you received	1	2	3	4	5/
How likely are you to use our servi and / or recommend us to others	ce again	Very Unlik Somewha Likely Very Likel Extremely	t Unlikely ly			
Please provide any additional com	ments below. Please note that the	se may be us	ed as revi	ews on	our webs	i <u>te</u>
15 105115 N S18	RVICE AGAIN.					

Flash Glyn + Josh + AndyB + Graham



ROSE REMOVALS AND STORAGE of DEVON



Membership No R040 DOMESTIC . OVERSEAS . BUSINESS . STORAGE

STATION BUSINESS PARK • LAPFORD • CREDITON • DEVON EX.17 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.

CLIENT'S NAME M. A. S. T.A. YLOR REMOVAL DATE 11 11 2020

DESTINATION FOWN/CIPY/VILLAGE MORCHARD BISHOP

Please rate your service satisfa	ction as follows:		
Very Dissatisfied Very Satisfied	2 Somewhat Dissatisfied 5 Extremely Satisfied	3 Satisfied	
Was your 1st contact friendly, helpful a How satisfied were you with the Office Was the Estimator punctual, polite and Did the crew arrive punctually on the d Were the crew presentable and polite Did the crew handle your goods with o	and professional staff and overall communication informative ay of your move are and attention	1 2 3 1 2 3 1 2 3 1 2 3 1 2 3 1 2 3 1 2 3 1 2 3	4 5 4 5 4 5 4 5 4 5 4 5 4 5 4 5 4 5 4 5
How likely are you to use our servi and / or recommend us to others	ce again	Very Unlikely Somewhat Unlikely Likely Very Likely Extremely Likely	

Very happy with the Service, having	nery van
before & would recommend you to	0-thers, o-
if we ever more again would de	finalely
call you again.	





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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
envelone we would be most grateful.
CLIENT'S NAME SOIGH KITE REMOVAL DATE 17:11-20

DESTINATION TOWN/CITY/VILLAG	E LOUNC	reston	
Please rate your service satisfaction	as follows:		
Very Dissatisfied Very Satisfied	2 Somewhat Dissatisfied (5 Extremely Satisfied)	3 Satisfied	
Was your 1st contact friendly, helpful and pr	ofessional	1 2 3 4	6
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 8 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	
Did the crew handle your goods with care a		1 2 3 4	
How satisfied were you with the overall serv	rice 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	
1			
		Extremely Likely	
Discounties any additional comment	s below. Please note that the		ite
		ese may be used as reviews on our webs	ite
		ese may be used as reviews on our webs	ilte
		ese may be used as reviews on our webs	ite DN
			ite Di Di U