



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 SUE LODGE REMOVAL DATE 25-09-2020

DESTINATION TOWN / CITY / VILLAGE PYINGTON

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					<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

Amazing service. Very friendly helpful and polite.
Cannot fault the service. Thank you so much.
Sue Lodge

ANTHONY + JAMES



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QUALITY QUESTIONNAIRE

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CLIENT'S NAME WRIGHT REMOVAL DATE..... 24/25-09-20

DESTINATION TOWN / CITY / VILLAGE SWADLINCOTE

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	<input checked="" type="checkbox"/>	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Was the Estimator punctual, polite and informative	<input checked="" type="checkbox"/>	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Were the crew presentable and polite	<input checked="" type="checkbox"/>	<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 checked="" type="checkbox"/>	<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 checked="" type="checkbox"/>	<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

ONLY BECAUSE WE NOW DO NOT LIVE IN YOUR AREA

Very Unlikely	<input checked="" type="checkbox"/>
Somewhat Unlikely	<input type="checkbox"/>
Likely	<input type="checkbox"/>
Very Likely	<input 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

ANTHONY AND JAMES WERE VERY CAREFUL WITH OUR PROPERTY, VERY FRIENDLY AND A PLEASURE TO BE WITH FOR OUR 2 DAY MOVE.

ANTHONY + JAMIE



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CLIENT'S NAME ...*Michelle Ellis*..... REMOVAL DATE...*18/09/20*.....

DESTINATION TOWN / CITY / VILLAGE ...*BRAMPFORD, SPEKE*..

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 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

From the very first conversation / email with the office to the loading up / dropping off of the last piece of furniture, everyone was really helpful, friendly, professional and incredibly efficient. I would not use any other removal / storage company and would not hesitate to recommend them to everyone! An excellent service and the 5 reviews are thoroughly deserved. Thank you for making a stressful day much less stressful!*

STEVEN TAPP



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CLIENT'S NAME S. A. COOPER..... REMOVAL DATE 15.9.2020

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	<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

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

EXCELLENT SERVICE



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CLIENT'S NAME C.R.J. CLAPHAM REMOVAL DATE 15 Sep 2020

DESTINATION TOWN / CITY / VILLAGE EXETER

Please rate your service satisfaction as follows:

1 Very Dissatisfied
4 Very Satisfied

2 Somewhat Dissatisfied
3 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 again for excellent service,



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QUALITY QUESTIONNAIRE

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CLIENT'S NAME SMITH REMOVAL DATE 14/15 Sept 2020
CARDINHAM, BODMIN
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
				<input checked="" type="checkbox"/>
				<input checked="" type="checkbox"/>
				<input checked="" type="checkbox"/>
				<input checked="" type="checkbox"/>
				<input checked="" type="checkbox"/>
				<input checked="" type="checkbox"/>
				<input checked="" type="checkbox"/>

- 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

Excellent service from first to last. The crew were amazing. Great attitude and outstanding care and communication. Thankyou.



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QUALITY QUESTIONNAIRE

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CLIENT'S NAME ANTHONY KICK REMOVAL DATE 11/9/20

DESTINATION TOWN / CITY / VILLAGE SOLIHULL

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

I could not find fault at all
Perfect in every way
Mich
EXCELLENT

Flash + Luke + Graham



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CLIENT'S NAME ROBIN GASTOE REMOVAL DATE..... 11/09/20
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

I was really impressed by the men who moved us. They were friendly, calm, patient and endlessly helpful.



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CLIENT'S NAME ...*Devon Partnership*
NHS Trust..... REMOVAL DATE.....*7/9/2020*

DESTINATION TOWN / CITY / VILLAGE*Exeter Regus House.*

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 friendly and polite, they worked really well together moving the goods from Wonford House to Regus.

ANDY +
Tom
MERU



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CLIENT'S NAME Mr & Mrs Powell..... REMOVAL DATE 3 & 4th Sept 2020
DESTINATION TOWN / CITY / VILLAGE Leigh TN11 8QR

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	<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

Absolutely excellent service. I wholeheartedly recommend you. Thank you.



Membership No. R040

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CLIENT'S NAME IAN FORBES REMOVAL DATE 27 Aug'2020

DESTINATION TOWN / CITY / VILLAGE HEREFORD

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

Rose Removals is the best removal company that we have ever used. From meeting George Rose to working with our removal team of Andrew, Andy + Tom, the whole process was excellent + conducted in a very professional manner.

We can't thank our removal team enough as they were very polite, friendly, extremely hard working + strong! I just wish all removal firms were like Rose Removals. Many thanks.
Ian Forbes

ANTHONY + FLASH + JAMES



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CLIENT'S NAME TUCKER MEAR REMOVAL DATE 24/8/20

DESTINATION TOWN / CITY / VILLAGE EAST 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

We were very stressed on move day, with packing left to be done, and Anthony, Flash and James helped us not just with the practical jobs, but also made us feel relaxed and confident that everything would be fine — and it was!



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CLIENT'S NAME KANNAN PARKER REMOVAL DATE 11/09/2020
DESTINATION TOWN / CITY / VILLAGE DANLISH

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

VERY EFFICIENT AND HELPFUL TEAM
THANK YOU FOR MAKING THE REMOVAL EASY.



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QUALITY QUESTIONNAIRE

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CLIENT'S NAME MARK ACKROYD REMOVAL DATE 16/10/2020

DESTINATION TOWN / CITY / VILLAGE YEOFORD - DEVON

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 guys were polite, friendly and professional. M.C. Ackroyd.

JAMES + JOSH



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CLIENT'S NAME LINDA KING REMOVAL DATE 16.10.2020

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	<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

Many thanks to all concerned.



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QUALITY QUESTIONNAIRE

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CLIENT'S NAME SHEPPARD REMOVAL DATE 5-10-20

DESTINATION TOWN / CITY / VILLAGE MOLETONHAMPTON

Please rate your service satisfaction as follows:

1 Very Dissatisfied
4 Very Satisfied

2 Somewhat Dissatisfied
3 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 !



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QUALITY QUESTIONNAIRE

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CLIENT'S NAME CAROL BRAZELL REMOVAL DATE 16/10/20

DESTINATION TOWN / CITY / VILLAGE INWARDLEIGH, OKEHAMPTON

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

N/A

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

YOUR REMOVAL CREW WERE POLITE, VERY FRIENDLY, EFFICIENT & CAREFUL
HARDWORKING TEAM, MANY THANKS
CAROL BRAZELL & DAVID COOMBER



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QUALITY QUESTIONNAIRE

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CLIENT'S NAME NICOLA PARETT REMOVAL DATE..... 13th Oct

DESTINATION TOWN / CITY / VILLAGE EAST 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

IF WE MOVE AGAIN WOULD CERTAINLY CHOOSE ROSE REMOVALS AND WOULD LIKE SAME CREW OF MERV / FLASH IF POSSIBLE



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QUALITY QUESTIONNAIRE

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CLIENT'S NAME K. Watts REMOVAL DATE 9/10/20

DESTINATION TOWN / CITY / VILLAGE Coldridge

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 & Janice were great, really friendly but professional. Our move went without any hitches. Many Thanks



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CLIENT'S NAME YVONNE MOULD REMOVAL DATE 22/9/20

DESTINATION TOWN/CITY/VILLAGE Richmond

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

Great Service, Professional, Punctual and

took to stress out very friendly of moving.



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CLIENT'S NAME CHRISTOPHER HOLMES REMOVAL DATE 7-10-20

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	<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 HAPPY WITH BOTH PACKING, & REMOVAL DAYS.
GOOD FRIENDLY & HELPFUL CREW. NOTHING WAS TOO
MUCH TROUBLE.



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CLIENT'S NAME M + VS DREW REMOVAL DATE 12-3-2020

DESTINATION TOWN / CITY / VILLAGE AYLESBEAM

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



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QUALITY QUESTIONNAIRE

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CLIENT'S NAME SALLYANNE REMOVAL DATE Mon 2nd Nov 2020 + Tues 3rd Nov 2020
SCARBLOW
DESTINATION TOWN / CITY / VILLAGE HEMEL HEMPSTEAD HERTFORDSHIRE

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

I CANNOT FAULT ANDREW + JAMIE - WHO WAS WITH ME ON TOES - I'M SORRY - I DON'T KNOW THE NAME OF THE OTHER FELDA WHO WAS WITH US ON MON 2nd. I COULD NOT HAVE GOT THROUGH THIS WITHOUT THEM - ON TOES IT WAS JUST ANDREW + JAMIE. AND WE GOT TO KNOW EACH OTHER A BIT. WE HAD A LAUGH AND I AM FOREVER GRATEFUL FOR EVERYTHING THEY DID. THANK YOU SALLYANNE XXX

ANTHONY TOM
FLASH



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CLIENT'S NAME ... ANNA LESTER ... REMOVAL DATE ... 4th / 5th Nov 2020

DESTINATION TOWN / CITY / VILLAGE ... ZEAR MONACHORUM

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 N/A	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

LOVELY GUYS, VERY ACCOMODATING. WILL DEFINITELY USE YOUR SERVICES AGAIN.

Flash + Luke + Anthony



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QUALITY QUESTIONNAIRE

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CLIENT'S NAME JAMES DELVE REMOVAL DATE 22nd/23rd OCTOBER 2020

DESTINATION TOWN/CITY/VILLAGE 409 TOPSHAM RA, 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	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied were you with the Office staff and overall communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Was the Estimator punctual, polite and informative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Did the crew arrive punctually on the day of your move	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Were the crew presentable and polite	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Did the crew handle your goods with care and attention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
How satisfied were you with the overall service you received	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

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

Excellent service from start to finish.
Your crew are a credit to your company. Please pass on our gratitude.

Glyn + Tom



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QUALITY QUESTIONNAIRE

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CLIENT'S NAME Penny Morgan REMOVAL DATE 23-10-20
DESTINATION TOWN / CITY / VILLAGE Crediton

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

Nothing to add. The 5's say it all. I am extremely pleased with the service from you.

ANDY +
GRAHAM
JAMES



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CLIENT'S NAME ... A. J. SEXTON ... REMOVAL DATE ... 22-10-2020

DESTINATION TOWN / CITY / VILLAGE

23, LOWER EHLA COMBE Church Rd
TORQUAY

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	<u>Yes</u>	<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
- 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

Absolutely Brilliant -
MR. ROSE WAS VERY POLITE CHARMING & HELPFUL.
OFFICE STAFF - EXTREMELY HELPFUL.
ANDY, GRAHAM & JAMES - "TOP TEAM"

HUGE THANK YOU TO EVERY ONE

POLITE, FRIENDLY,
"FAB"

JAMIE E, ANTHONY, GRAHAM, SUSH, ANDY B



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CLIENT'S NAME MR & MRS R BAKER REMOVAL DATE 13th OCT 2020

DESTINATION TOWN / CITY / VILLAGE LUSTLEIGH

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 so much for making our move to Lustleigh run smoothly, in spite of the difficult access! All the guys from RR were very helpful and nothing was a problem, they were great.

26/10 Our boxes are now ready for collection - thank you new telephone number!



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CLIENT'S NAME Dr JCF Mann REMOVAL DATE 26/10 and 11/11

DESTINATION TOWN / CITY / VILLAGE Lappford → store → Lappford

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

Was
Cheerful & friendly

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

Potentially difficult due to possible lockdown ... not a problem. Stuff removed to allow redecoration, return perfectly timed and executed. No damage: Thank you.

Flash + Luke + Tom Andy B



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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 BELL REMOVAL DATE..... 2-3 Nov 2020

DESTINATION TOWN / CITY / VILLAGE CHAGFORD

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 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

Downsizing is inevitably stressful. You never divest yourselves of as much as you need to. The team were so helpful in assisting us squeeze the proverbial guest into a pint pot



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 DOBSON REMOVAL DATE 5/11/2020

DESTINATION TOWN / CITY / VILLAGE Sampford Peverell

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	<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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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 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 for a brilliant pack and move. The staff were friendly, professional and super hard working. We look forward to using your services again. Thank you.



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QUALITY QUESTIONNAIRE

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CLIENT'S NAME CHRISTOPHER VERQUIART REMOVAL DATE 10 NOV 20

DESTINATION TOWN / CITY / VILLAGE POOLE

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

You moved us partially into store and partially to Cambridge in 2017. Since then, you have stored some of our property until we were finally able to reclaim it this month. The service we have received has invariably been excellent and I would recommend Rose's without any hesitation if asked for a Devon remover - you are at the top of your game.

Christopher Verquart