



ROSE REMOVALS AND STORAGE *of* DEVON



DOMESTIC • OVERSEAS • BUSINESS • STORAGE

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www.rosereovals.co.uk • E-mail: info@rosereovals.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 W. McHugh..... REMOVAL DATE 3/2/20 + 24/2/20
DESTINATION TOWN / ~~CITY~~ / ~~VILLAGE~~ Rugby.....

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

Marks out of 10
= 11

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 service was second to none. Everyone concerned was helpful, polite, knowledgeable and pleasant. On all 3 removal and delivery visits we saw Merv. He was brilliant. The others with him were good but Merv was great I would have no trouble recommending Rose Removals.



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CLIENT'S NAME MR. A.V. H. MOGG REMOVAL DATE 19/3/2020

DESTINATION TOWN / CITY / VILLAGE

KILKHAMPTON, BUDE

Please rate your service satisfaction as follows:

1 Very Dissatisfied
4 Very Satisfied

2 Somewhat Dissatisfied
5 Extremely Satisfied

3 Satisfied

5

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 WOULD LIKE TO THANK ROSE REMOVALS FOR THEIR SPEEDY, EFFICIENT AND VERY PROFESSIONAL SERVICE. ANDREW AND HIS TEAM WERE SPEEDY AND EXPERTLY MOVED ALL OUR FURNITURE SAFELY. NOT ONLY WERE THEY VERY FRIENDLY, POLITE AND EFFICIENT BUT THEY CALMED OUT THE REMOVAL HAPPILY AND CHEERED US UP DURING A SUCCESSFUL TIME WITH OUR BUYERS SOLICITATIONS. THEY WERE CAREFUL AND HAPPY IN THEIR WORK - JUST WHAT WE NEEDED. THANKS A MILLION ROSE REMOVALS.

ANTHONY, TAFF, JAMIE R



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CLIENT'S NAME Hickens REMOVAL DATE 26/2/20

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

How likely are you to use our service again and / or recommend us to others	Very Unlikely	<input type="checkbox"/>
	Somewhat Unlikely	<input type="checkbox"/>
	Likely	<input type="checkbox"/>
	Very Likely	<input checked="" type="checkbox"/>
	Extremely Likely	<input type="checkbox"/>

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



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CLIENT'S NAME G.M. NORMAN REMOVAL DATE 19/2/20
DESTINATION TOWN / CITY / VILLAGE HATHERLEIGH

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					✓
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

many thanks great effort



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CLIENT'S NAME Mr + Mrs R J Brooks REMOVAL DATE 16/12/2020

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	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

A very good service,
All the way through
Thank-you.



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CLIENT'S NAME BARBARA T. WELLS REMOVAL DATE 8/1/2020
DESTINATION TOWN / CITY / VILLAGE Orillia, Canada

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

*All very smooth & professional.
Thank You!*

STRAIN TACK.



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CLIENT'S NAME ... HITCHINS REMOVAL DATE ... 2/1/2020

DESTINATION TOWN / CITY / VILLAGE ROMANSLEIGH

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 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 checked="" 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

Exactly what you want from a removal company: very punctual, polite and careful with our stuff. Really quickly done too!
Many thanks

TAKK SIGN



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CLIENT'S NAME C MARTIN REMOVAL DATE 13th Nov / Storage / 23 MAR 2020
DESTINATION TOWN/CITY/VILLAGE LEIGH DORSET

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

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

Extremely helpful & friendly team from office, crews, to estimator. At a difficult time able to provide storage for property & car plus a container for self access. Great to accommodate all at one site.

STEVE TARD ANTHONY



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CLIENT'S NAME VALERIE SHARLEY REMOVAL DATE 17/3/2020

DESTINATION TOWN / CITY / VILLAGE IDE

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 all very much
great service 😊



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CLIENT'S NAME *Hamish Erskine* REMOVAL DATE..... *12/3/20*

DESTINATION TOWN / CITY / VILLAGE *Salisbury*

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
<i>*Only recommendation - it would be good to acknowledge receipt of cash payment of deposit or balance by email.</i> 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 extremely satisfied with Rose Removals' service in our move from Exeter to Salisbury. They were super-efficient, didn't damage anything, and took much of the stress out of our move.



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CLIENT'S NAME G. WATKINSON..... REMOVAL DATE 20/3/20.....

DESTINATION TOWN / CITY / VILLAGE THURLASTON, 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

* Please note the cartons are ready for collection if you are still able to work - my mobile Thanks



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CLIENT'S NAME NED BROWN REMOVAL DATE 7TH - 9TH MARCH 2020
LUCY SMART
DESTINATION TOWN / CITY / VILLAGE BRISTOL & E. 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

Best thing about it was the crew - Andrew & Julie who worked tirelessly and cheerfully until the job was done.

Flash + Graham + Luke + Jamie E



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CLIENT'S NAME McCREADIE..... REMOVAL DATE 13-3-20.....

DESTINATION TOWN / CITY / VILLAGE TEIGNMOUTH

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

When we moved from Newbuildings to Dawlish in June '16 we used you and were so pleased with the service we didn't consider using anyone else. We hope this is our last move but if it's not we'll definately phone you first!
Many thanks for a great service.

Jamie McCreadie



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CLIENT'S NAME SONJA THOMPSON REMOVAL DATE 4/3/20
DESTINATION TOWN / CITY / VILLAGE EX14 3WU

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 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

The 2 men did a GREAT job.
Thank You

ANTHONY - JAMIE, LUKE,



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CLIENT'S NAME Emma Goodhew REMOVAL DATE 30.6.2020

DESTINATION TOWN/CITY/VILLAGE TADDYFORD EST, EXETER, EX4,

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

Recommended to use Rose to friend Mrs K. Stacks, Exmouth.

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

ANTHONY

JAMIE, LUKE, TOM



Membership No. R040

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QUALITY QUESTIONNAIRE

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CLIENT'S NAME PHILIP SEARLE REMOVAL DATE 17/18 JUNE 2020

ADDRESS 17 MURLEY CRESENT, BISHOPSTANTON, TA14 9SH

BEFORE THE MOVE		Circle Yes / No / N/A as appropriate		
1	Did your remover: Make you aware of the BAR Code of Practice?	<input checked="" type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
2	Give you a clear description, price & timetable for the work to be carried out?	<input checked="" type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
3	Draw your particular attention to the contract terms relating to:			
	a) Liability for Loss or Damage	<input checked="" type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
	b) Time Limits for making claims	<input checked="" type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
	c) Cancellation / Postponement Rights and Charges	<input checked="" type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
4	Explain your insurance or other protection options?	<input checked="" type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
5	Make you aware of the procedure for making claims and to whom complaints should be referred?	<input checked="" type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A

AFTER THE MOVE		Yes	No	N/A
6	If you made any complaint, was this handled courteously and promptly? If you did not make any complaint or claim, please circle "N/A"	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Please tick "N/A" if a question isn't applicable or if you are not sure

SERVICE SATISFACTION

Were the Office Staff polite and helpful	<input checked="" type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Was the estimator punctual, polite and informative	<input checked="" type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Did the crew take care in packing & handling your property	<input checked="" type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Was your property collected and delivered as agreed	<input checked="" type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A
Were the crew presentable, punctual and polite	<input checked="" type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> N/A

Overall Service Quality

Excellent Good Satisfied Dissatisfied

Would you recommend Rose Removals YES

YES NO

Additional Comments

Best removals firm I've used. Excellent. Lovely guys and every care taken. No damage or breakages.
Thank you.

ANTHONY, JAMIE E, LUKE, TOM



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QUALITY QUESTIONNAIRE

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CLIENT'S NAME J. SHAPLAND REMOVAL DATE 11/06/2020

DESTINATION TOWN / CITY / VILLAGE MORCHARD ROAD, 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	<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 Service was extremely efficient + Professional



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QUALITY QUESTIONNAIRE

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CLIENT'S NAME MR & MRS CUNY HOWE REMOVAL DATE 26 - 29 MAY 2020

DESTINATION TOWN / CITY / VILLAGE TORQUAY

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

THANKS SO MUCH, KNOW IT WASN'T EASY FOR YOUR MEN WITH US NOT BEING HERE AND ALSO WITH THE DRIVE. VERY PLEASED WITH YOUR FIRM. WILL RECOMMEND TO ANY FRIENDS, AS WE HAVE IN THE PAST (THE PLESTERS, WINDBORNEAVE)

ANTHONY & SAMIE, E



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QUALITY QUESTIONNAIRE

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CLIENT'S NAME MRS CHANNON REMOVAL DATE MAY 19 16 July 20
DESTINATION TOWN / CITY / VILLAGE SIDMOUTH

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

There was over a year gap between taking everything at of one house & putting it in another. The communication throughout has been very good and the removal men were considerate and helpful on both occasions. Thank you.

Flash + Luke + Andy B + Graham + TaFF



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QUALITY QUESTIONNAIRE

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CLIENT'S NAME KATE MASON REMOVAL DATE 03/07/20

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

REALLY HAPPY WITH EVERYTHING, MADE THE WHOLE PROCESS REALLY EASY. THANK YOU!

Flash + Jamir + i



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QUALITY QUESTIONNAIRE

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CLIENT'S NAME MRS. MARGARET LEONARD REMOVAL DATE 25/8/20

DESTINATION TOWN / CITY / VILLAGE

EXETER EX25PP

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

The day of the removal went better than I expected due to the excellent organisation and efficiency of this team. They remained cheerful all day in spite of the difficult access at Bowkay Court. They were an excellent team in every way I would highly recommend them.

Margaret Leonard.

ANTHONY LUKE GRAHAM



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QUALITY QUESTIONNAIRE

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CLIENT'S NAME MRS J. MANKY REMOVAL DATE 21/8/20

DESTINATION TOWN / CITY / VILLAGE TOPSHAM

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

AN EXCELLENT MOVE AT ALWAYS



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QUALITY QUESTIONNAIRE

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CLIENT'S NAME LITTLEWOOD REMOVAL DATE 20/21 AUG 2021

DESTINATION TOWN / CITY / VILLAGE BARNSTABLE

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 <i>N/A - done by e-mail</i>	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

Also very competitive price-wise.

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

The move went like clockwork. The men had to divide goods going into store from goods being delivered to our home in Barnstaple. They were efficient, careful, polite and cheerful. What more could one ask.

ANDY H
MERU
TAFF
GRAHAM

ANDY B
JAMES
TOM
JAMIE &



Membership No. R049

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QUALITY QUESTIONNAIRE

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CLIENT'S NAME *Mr & Mrs M. Smith* REMOVAL DATE *20/8/20*

DESTINATION TOWN / CITY / VILLAGE *Exhambleigh*

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

Very happy with service.

ANTHONY + LUKE



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QUALITY QUESTIONNAIRE

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CLIENT'S NAME REBECCA DEWAR - MORGAN REMOVAL DATE 20/8/2020

DESTINATION TOWN/CITY/VILLAGE MARKET LAVINGTON

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				(4)	
How satisfied were you with the Office staff and overall communication				(4)	
Was the Estimator punctual, polite and informative			(3)		
Did the crew arrive punctually on the day of your move					(5)
Were the crew presentable and polite					(5)
Did the crew handle your goods with care and attention					(5)
How satisfied were you with the overall service you received					(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 ESTIMATOR WAS LATE TO OUR APPOINTMENT.
HOWEVER, I LIKE YOUR TEAM AND WAS IMPRESSED WITH THE PROFESSIONALISM OF THE CREW THAT MOVED ME.
THANK YOU

Flash + James



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QUALITY QUESTIONNAIRE

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CLIENT'S NAME Mr & Mrs Bromley..... REMOVAL DATE..... 13/8/2020
DESTINATION ~~TOWN/CITY/VILLAGE~~..... Chulmleigh.....

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					✓
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					✓
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

Flash & James worked extremely hard on what was an exceptionally hot day! They were diligent, careful, respectful and all with a pleasant manner & sense of humour. Well done guys.



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QUALITY QUESTIONNAIRE

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CLIENT'S NAME MR & MRS BUTT REMOVAL DATE 12.08.20

DESTINATION TOWN / CITY / VILLAGE

BODLEIGH SALERTON

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	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 polite and helpful

LUKE TAFF



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QUALITY QUESTIONNAIRE

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CLIENT'S NAME MRS. ROBERTS..... REMOVAL DATE... 6-8-20

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

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 <u>NA</u>	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

LUKE & TAFF, were superb, very professional,



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QUALITY QUESTIONNAIRE

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CLIENT'S NAME KERCHER REMOVAL DATE 5th & 7th Aug. 2020

DESTINATION TOWN / CITY / VILLAGE CHULCHILL

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 crew of 2 worked hard & it was a long job. It should have been a crew of 3 or 4 (we understand the covid situation of yourselves) so it made it a long hard day(s) for all of us. Good work.
The 'welcome to your new home' card was a really nice touch.



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QUALITY QUESTIONNAIRE

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CLIENT'S NAME Masters REMOVAL DATE... 5th & 6th August
DESTINATION TOWN / CITY / VILLAGE Abbotskerswell

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

made moving almost fun. polite & funny & no problem a problem lovely people Very please with the service