



STATION BUSINESS PARK • LAPFORD • CREDITON • DEVON EX17 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 W. MCHUCH REMOVAL DATE 3 2 20 4 24 2/20 DESTINATION TOWN/GIEY/VILLAGE RUCBY						
Please rate your service satisfa 1 Very Dissatisfied 4 Very Satisfied	ction as follows: 2 Somewhat Dissatisfied (5)Extremely Satisfied	3	Satisfied			
Was your 1st contact friendly, helpful a	nd professional	1	2	3	4	l X
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	L X
Were the crew presentable and polite		1	2	3	4	I X
Did the crew handle your goods with care and attention		1	2	3	4	X
How satisfied were you with the overall service you received		1	2	3	4	X
How likely are you to use our service and / or recommend us to others Mourks out of 10	_	Very Unlit Somewha Likely Very Like Extremely	t Unlikely]]]]

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 Mery, He was brilliant. The others with him were good but Merv was great I would have No trouble recommending Rose Removals.



RSE REMOVALS AND STORAGE OF DEVON (DOMESTIC) · (OVERSEAS) · (BUSINESS) · (STORAGE)



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envelope we would be most grateful.	1	1	
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CLIENT'S NAME MR. A.V. H. MOGG REMOVAL DATE 19/3/2020 KILKHAMPTON, BUDE

DESTINATION TOWN/CITY/VILLAGE

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Please rate your service satisfa	ction as follows:					T	
1 Very Dissatisfied	2 Somewhat Dissatisfied	3	Satisfie	2			
4 Very Satisfied	5 Extremely Satisfied V	,			A CONTRACTOR OF THE PARTY OF TH		
Was your 1st contact friendly, helpful and professional		1	2	3	4	V	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	V	5
Were the crew presentable and polite		1	2	3	4	I/	5
Did the crew handle your goods with care and attention		1	2	3	4	V	<i>5</i> /
How satisfied were you with the overall service you received		1	2	3	4	11/	<u>/</u> 5
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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	
i	·	

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. ALADREW AND HIS TEAM WERE SPLYDY AND EXPERTLY HOUED ALL OUR FUILD THAT SAFELY. NOT ONLY WERE THEY ALL FRENDLY, POLITE AND EFFICIENT BUT THEY CATHLED OUT THE REMOVER HAPPING AND CHEERED US UP DIVING A SUBSECUL CIME MATH OUR BUYERS SOLICITORS, THEY WERE WHENAUL AND HAPPY IN THEM WOLH — THEY WENELLED, THANKS AT HILLION ROSE REMOVERS ANTHONY, TAFF JAMIER







Membershi No 8040

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CLIENT'S NAME	SREMOVAL DATE	26/2/20.			
DESTINATION TOWN/CITY/VILLAG	GEChe	dilon.			
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 p	rofessional	2 3	4 5		
How satisfied were you with the Office staff	and overall communication	2 3	4 5		
Was the Estimator punctual, polite and info	rmative	2 3	4 5		
Did the crew arrive punctually on the day of	your move	2 3	4 5		
Were the crew presentable and polite		2 3	4 5		
Did the crew handle your goods with care and attention		2 3	4) 5		
How satisfied were you with the overall serv	rice you received	1 2 3	5		
How likely are you to use our service ag and / or recommend us to others	ain	Very Unlikely Somewhat Unlikely Likely Very Likely Extremely Likely			
Please provide any additional comments	s below. Please note that thes	e may be used as reviews o	n our website		
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If you could find time to complete the few q	uestions below and return it to us in	the reply paid				
envelope we would be most grateful. CLIENT'S NAME A. M. D. O. C.	A REMOVAL DATE	19/1	12	-()		
CLIEBYT B TYMER DATE TO THE TANKE TO THE	11 000		. L.	4		
DESTINATION TOWN/CITY/VILLAG	E HALLE	KE	10	t		
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 pro	ofessional	1	2	3	4	1 1/5
How satisfied were you with the Office staff a	and overall communication	1	2	3	4	\\forall_5
Was the Estimator punctual, polite and inforr	native	1	2	3	4	√5,
Did the crew arrive punctually on the day of y	our move	1	2	3	4	TV,
Were the crew presentable and polite		1	2	3	4	
Did the crew handle your goods with care an	d attention	1	2	3	4	√ 5
How satisfied were you with the overall servi	ce you received	1	2	3	4	5
How likely are you to use our service aga and / or recommend us to others	in	Very Unlike	ely	1		
		Somewhat	Unlikely]		
		Likely		j		
		Very Likely				
		Extremely	Likely]
Please provide any additional comments	below. Please note that these	may be use	d as revi	ews on c	ur web	<u>site</u>
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CLIENT'S NAME Mr - Mrs RJ Brooksemoval Date 16/17/2020

Please rate your service satisfact	ion as follows:					
1 Very Dissatisfied 4 Very Satisfied	2 Somewhat Dissatisfied 5 Extremely Satisfied	3 Satisfied				
Was your 1st contact friendly, helpful and	l professional	1	2	3	4	(5)
How satisfied were you with the Office st	aff 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	<u>(5)</u>
Did the crew handle your goods with care	and attention	1	2	3	4	(5)
How satisfied were you with the overall s	ervice you received	1	2	3	4	5
How likely are you to use our service and / or recommend us to others	again	Very Until	kely			
and to recommend us to others		Somewha	t Unlikely			
		Likely				
		Very Like	ly			
		Extremely	Likely			
Please provide any additional comme	nts below. Please note that these			lews on	our web	

Avery good Service, An the way through	
Thank you.	



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CLIENT'S NAME SALA DESTINATION TOWN/CITY/VIL	TOWELL REMOVAL DAT	E 8/1/	\ \\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	0		
DESTINATION TOWN/CITY/VIL	LAGE ONL	lion (_om	odo		
Please rate your service satisfac	tion as follows:					
1 Very Dissatisfied 4 Very Satisfied	2 Somewhat Dissatisfied 5 Extremely Satisfied					
Was your 1st contact friendly, helpful ar	nd professional	1	2	3	4	5V
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 da	y 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 ca	re 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	Very Unli	kely			
and / or recommend us to others		Somewhat Unlikely				
		Likely				
		Very Like	ly			<u>,</u>
		Extremely	/ Likely			
Please provide any additional comm	ents below. Please note that the	se may be us	ed as revi	ews on d	our websi	<u>te</u>
All ven	y snooth	(V X	210	Les	STORE	√,
Thou	it You!					
And the state of t						

STEAN TACK.

DESTINATION TOWN/CITY/VILLAGE







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QUALITY QUESTIONNAIRE

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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
envelope we would be most grateful.

CLIENT'S NAME FUTCHINS REMOVAL DATE 2/1/2020

Please rate your service satisfaction as	s follows:					
1 Very Dissatisfied 4 Very Satisfied	2 Somewhat Dissatisfied 5 Extremely Satisfied	3 Satisfied				
Was your 1st contact friendly, helpful and profe	essional	1	2	3	4	[5]
How satisfied were you with the Office staff and	d overall communication	1	2	3	4	5
Was the Estimator punctual, polite and informa	tive	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 Unlike Somewhat Likely Very Likely Extremely	Unlikely]]]]]
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 own stuff. Really quickly done too! May thanks						
						-





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QUALITY QUESTIONNAIRE							
If you could find time to complete the	se Removals has of continuously monitore few questions below and return it to us in the REMOVAL DATE	n the reply paid	23 Mar 2020				
envelope we would be most grateful. CLIENT'S NAME C MARTIN REMOVAL DATE 13 Nov Store 23 Mar 2020 DESTINATION TOWN/CITY/VILLAGE LEISH DORSE							
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	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 d	ay 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 ca	are and attention	1 2 3	4 5				
How satisfied were you with the overal	l service you received	1 2 3	4 5				
How likely are you to use our servic and / or recommend us to others	e again	Very Unlikely Somewhat Unlikely Likely					
		Very Likely					
		Extremely Likely					
Please provide any additional comm							
office, crews to estimator. At a difficult time able to provide storage for property's car plus a container for self access. freat to accome date all at one site.							
accomodate all at one site.							





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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 VALERIE	ESHARE/REMOVAL DATE	17/3/2020		
DESTINATION TOWN/CITY/VILI	LAGE IDE			
Please rate your service satisfact	tion as follows:			
1 Very Dissatisfied 4 Very Satisfied	2 Somewhat Dissatisfied 5 Extremely Satisfied	3 Satisfied		
Was your 1st contact friendly, helpful an	d professional	1 2 3	4 5	
How satisfied were you with the Office st	taff and overall communication	1 2 3	4 5	
Was the Estimator punctual, polite and in	nformative	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 car	e and attention	1 2 3	4 5	
How satisfied were you with the overall s	service you received	1 2 3	4 5	
How likely are you to use our service and / or recommend us to others	again	Very Unlikely		
		Somewhat Unlikely		
		Likely		
		Very Likely Extremely Likely		
		Extremely Likely		
Please provide any additional comme	ents below. Please note that these	may be used as reviews o	n our website	
Thank you	rall very	much		
Thank you all very much great service is				



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enyelope we would be most grateful.

CLIENT'S NAME Hamish Eskine REMOVAL DATE 12/3/20

DESTINATION TOWN/CITY/VILLAG	GE Sali	ibury.				
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 p	rofessional	1	2	3	4	<u>(5)</u>
How satisfied were you with the Office staff # Only recommende from - It was	and overall communication	1	2	3	4	5
How satisfied were you with the Office staff + Only recommende how - It was the Estimator punctual, polite and information of the control of	maniflayment of deposit	1 1	2	3	4	[5]
Did the crew arrive punctually on the day of	your move	1	2	3	4	<u> </u>
Were the crew presentable and polite		1	2	3	4	1 (5)
Did the crew handle your goods with care a	nd attention	1	2	3	4	T (5)
How satisfied were you with the overall serv	ice you received	1	2	3	4	5
		CHANNEL STATE OF STAT				
How likely are you to use our service againd / or recommend us to others	ain	Very Unlike	ely]
and or recommend as to strict		Somewhat	Unlikely			
		Likely				
		Very Likely	,			
		Extremely	Likely			2
Please provide any additional comments	below. Please note that these	may be use	d as revi	ews on	our webs	<u>site</u>

We were extremely satisfied with Rose Removals' service in our more from Goefe to Salisbury. They were super-efficient, didn't damage anything, and took much of the stress out of our move.





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envelope we would be most grateful.

CLIENT'S NAME C. WATK MSON REMOVAL DATE 20/3/20

DESTINATION TOWN/CITY/VILI	LAGE THURLES	TONK, DEVON	
Please rate your service satisfact	tion as follows:		
1 Very Dissatisfied4 Very Satisfied	2 Somewhat Dissatisfied5 Extremely Satisfied	3 Satisfied	
Was your 1st contact friendly, helpful an	d professional	1 2 3	4 5
How satisfied were you with the Office s	taff and overall communication	1 2 3	4 6
Was the Estimator punctual, polite and in	nformative	1 2 3	4 6
Did the crew arrive punctually on the day	of your move	1 2 3	4 6
Were the crew presentable and polite		1 2 3	4 6
Did the crew handle your goods with car	e and attention	1 2 3	4 6
How satisfied were you with the overall service you received		1 2 3	4 6
How likely are you to use our service and / or recommend us to others	again	Very Unlikely Somewhat Unlikely Likely Very Likely Extremely Likely	
Please provide any additional comme	ents below. Please note that thes	se may be used as reviews or	our website
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of Please note the of to work - mig in	Cartons are ready for solute wis	Collection if you are	stillare





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envelope we would be most grateful.	774-
CLIENT'S NAME NEO BROWN REMO	VALDATE 9.1.H MARCH 2020

LUCY SMART RE VENI

DESTINATION TOWN/CITY/VI	22.132	OC DE. VIII	
1 Very Dissatisfied (4) 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 5
Was the Estimator punctual, polite and	informative	1 2 3	4 5
Did the crew arrive punctually on the d	ay 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 overal	ł service you received	1 2 3	4 5
How likely are you to use our service and / or recommend us to others	e again	Very Unlikely Somewhat Unlikely	
		Likely	
		Very Likely	
		Extremely Likely	
Please provide any additional comm	nents below. Please note that thes	e may be used as reviews on	our website
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Best Th	ing as	out it	r uas	the c	nu -	Ander	L
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until 1	The job	uds	done	. J		1	J
	J		_	•			

Plash + Graham + Luke Jamie E



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CLIENT'S NAME MCCREADIE REMOVAL DATE 13-3-10

DESTINATION TOWN/CITY/VILLA	GE LECIN	J.W.L.O.U	{ 			
Please rate your service satisfaction	n as follows:					
1 Very Dissatisfied 4 Very Satisfied	2 Somewhat Dissatisfied 5 Extremely Satisfied	3	Satisfied			
Was your 1st contact friendly, helpful and p	rofessional	1	2	3	4	15
How satisfied were you with the Office staff	and overall communication	1	2	3	4	[5/
Was the Estimator punctual, polite and info	1	2	3	4	15	
Did the crew arrive punctually on the day of	1	2	3	4	15	
Were the crew presentable and polite		1	2	3	4	15
Did the crew handle your goods with care a	nd attention	1	2	3	4	15
How satisfied were you with the overall ser	vice you received	1	2	3	4	15
How likely are you to use our service ag	jain	Very Unlik	cely			
and to tecommond as to outers		Somewha	t Unlikely			
		Likely]
		Very Likel	у			」 ∠'
		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
with the service we didn't consider using
anyone else. We hope this is our last mout
but it it's not we'll definately phone you first!
Many thanks for a great service.
Issue 6 Daniel Mi Cheardal





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CLIENT'S NAME > 12 A	HOTH SON REMOVAL DATE	4	
DESTINATION TOWN/CITY/VILLA	GE EXIX	≥W.U	
Please rate your service satisfaction	on as follows:		
Very Dissatisfied 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 stat	ff and overall communication	1 2 3	4 (5)
Was the Estimator punctual, polite and info	ormative	1 2 3	4 5
Did the crew arrive punctually on the day o	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 se	rvice you received	1 2 3	4 (5)
How likely are you to use our service a	rain	Very Unlikely	DIES 1
and / or recommend us to others	guni	Somewhat Unlikely	
		Likely	The second of th
		Very Likely	
		Extremely Likely	
Please provide any additional commen	ts below. Please note that thes	e may be used as reviews o	on our website
The 2 man	did a	GREAT "	,do,
Thank V	. \		•





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CLIENT'S NAME EAVE C	coolhew REMOVAL DATE	3016120201	
DESTINATION TOWN/CITY/VILL	AGE TADDY	FORDE EST, EX	CTER, EX4
Please rate your service satisfacti	on as follows:		
Very Dissatisfied Very Satisfied	2 Somewhat Dissatisfied 5 Extremely Satisfied	3 Satisfied	
Was your 1st contact friendly, helpful and	l professional	1 2 3	4 5
How satisfied were you with the Office sta	aff and overall communication	1 2 3	4 5
Was the Estimator punctual, polite and in	formative	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 se	ervice you received	1 2 3	4 5
		NO CONTROL OF THE PROPERTY OF	
How likely are you to use our service a	again	Very Unlikely	
Dan adad ta	200 0 00	Somewhat Unlikely	
Recommended to	of tox	Likely	
tegrical Mak.	Stoakes,	Very Likely	
te friend Mosk. Exmount.		Extremely Likely	
Please provide any additional comme	nts below. Please note that thes	e may be used as reviews	on our website
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STORAGE DOMESTIC . OVERSEAS - BUSINESS . STORAGE



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QUALITY QUESTIONNAIRE

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envero	De Me Mond de most graterar.	21.0	t	0 -						
CLIEN	T'S NAME HILLIP SEARLE REMOVAL DATE!	t/ <i>!Xo</i>	us e	220						
ADDR	I'S NAME PHILLY SEARCE REMOVAL DATE !	n, 72	1495.	H						
BEFORE T		Circle Yes	No / N/A a							
Did your re	emover:	appropriate	No I	N/A						
1	Make you aware of the BAR Code of Practice?	Yes	No	N/A						
2	Give you a clear description, price & timetable for the work to be carried out?	(les)	140							
3	Draw your particular attention to the contract terms relating to:	Yes	No	N/A						
	a) Liability for Loss or Damage b) Time Limits for making claims	Yes	No	N/A						
	+ El Hannel Obergoo	(Yes	No	N/A						
	c) Cancellation / Postponement Rights and Charges Explain your insurance or other protection options?	(Yes)	No	N/A						
4.	Make you aware of the procedure for making claims and to whom complaints	3	NI.	N/A						
5		Yes	No	IN/A						
	should be referred?									
AFTER TH	IE MOVE		- *,							
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"	Yes	No .	(N/A)						
	Please tick "N/A" if a question isn't applicable or if you are not sure									
0 T D 4 4 0 F										
SERVICE	SATISFACTION			T MILA						
Were the	Office Staff polite and helpful	Yes	No -	N/A						
Was the e	stimator punctual, polite and informative	Yes) No	N/A						
Did the cr	ew take care in packing & handling your property	Yes	No_	N/A						
Was your	property collected and delivered as agreed	Yes) No	N/A						
Were the	crew presentable, punctual and polite	Yes	No No	N/A						
Overall Se	ervice Quality	****								
	Discati	efied		7						
Excellent	Good Satisfied Dissail		<u> </u>	- ,						
Would yo	u recommend Rose Removals YES	YES	130							
Additiona	I Comments									
Best removals from I've used. Excellent. Lovely guys and every care taken. No damage or breakages.										
1 se	or removed from		, 1 U	1						
an	I every care taken. No horroge or br	ta way	~ ; ~							
	Thank you	at .								





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CLIENT'S NAME				•		
DESTINATION TOWN/CITY/VILI	LAGE	100RCHA	ep k	CAO.	CR	(ED170N)
Please rate your service satisfact	ion as follows:					
1 Very Dissatisfied 4 Very Satisfied	2 Somewhat Dissatis 5 Extremely Satisfie		3	Satisfied		
Was your 1st contact friendly, helpful an	d professional		1	2	3	4 5
How satisfied were you with the Office s	taff and overall communicati	on _	1	2	3	4 5
Was the Estimator punctual, polite and it	nformative		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 car	e and attention		1	2	3	4 5
How satisfied were you with the overall s	service you received		1	2	3	4 5
How likely are you to use our service and / or recommend us to others	again	s Li V	ery Unlik omewha ikely 'ery Likel	t Unlikely		
Please provide any additional commo	ents below. Please note th	hat these may	y be use	ed as revi	ews on	our website
The Senlice	was extre	nely e	- lfrc	iont	+ 6	los fuercicual



(DOMESTIC) · (OVERSEAS) · (BUSINESS) · (STORAGE)



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CLIENT'S NAME MRC & MRC CHAS HOLD REMOVAL DATE 26 - 29 MAY 2020

DESTINATION TOWN/CITY/VILLAGETolage	. A.Y				
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 (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 Unlik	ely			
and i or recommend us to others	Somewhat	Unlikely			
	Likely				
	Very Likel	y			
	Extremely	Likely			

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

TUANKS SO MUCH KNOW IT WASN'T EAST FOR YOUR MEN WITH US NOT BEING HERE AND PLSO WITH THE DRIVE. VERY PLENTED WITH YOUR FIRM. WILL RECOMMEND TO ANY FRIENDS, AT WE HAVE IN THE ARM (THE PLETTERS, WHADBORNEME)

ANTHONY + JAMIE, &



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If you could find time to complete the few questions below and return it t	to us in the reply pa	id	
envelope we would be most grateful.	MAY	19	

CLIENT'S NAME MIS CHANNON REMOVAL DATE 16 JULY 20

DESTINATION TOWN/CITY/VILLAGE

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on as follows:					
2 Somewhat Dissatisfied 5 Extremely Satisfied	3	Satisfied			
professional	1 1	2	3	4	5
ff and overall communication	1	2	3	4	5
ormative	1	2	3	4	5
of your move	1	2	3	4	[5]
	1]	2	3	4	1 (5)
and attention	1	2	3	4	(5)
rvice you received	1	2	3	4	5
gain	Very Unlik	ely			
	Somewhat	Unlikely]
	Likely]
	Very Likely	1]
	Extremely	Likely]
- F	2 Somewhat Dissatisfied 5 Extremely Satisfied professional f and overall communication prmative of your move and attention rvice you received	2 Somewhat Dissatisfied 5 Extremely Satisfied professional f and overall communication ormative f your move 1 1 and attention rvice you received 1 gain Very Unlikely Very Likely	2 Somewhat Dissatisfied 5 Extremely Satisfied professional f and overall communication 1 2 promative 1 2 f your move 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2	2 Somewhat Dissatisfied 5 Extremely Satisfied professional f and overall communication f and overall communication f your move 1 2 3 1 2 3 1 2 3 1 2 3 and attention 1 2 3 Very Unlikely Likely Very Likely	2 Somewhat Dissatisfied 5 Extremely Satisfied 5 Extremely Satisfied professional 1 2 3 4 ff and overall communication 1 2 3 4 ff and overall communication 1 2 3 4 ff your move 1 2 3 ff your mov

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

More was our a year gap browsen taking everything at of one hase of puttings it in another. The communication throughout has been very good and the removal man were considerate and helpful on born occasions. Thank you.

Flash + Luke + Andy B+ Graham + Taff



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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 KATE A	ルらい REMOVAL DATE.	03/07	120				
DESTINATION TOWN/CITY/VI	LLAGE EXER	R.	•••				
Please rate your service satisfa	ction as follows:						
1 Very Dissatisfied 4 Very Satisfied	2 Somewhat Dissatisfied 5 Extremely Satisfied	3 1	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		
Was the Estimator punctual, polite and	informative	1	2	3	4	5	
Did the crew arrive punctually on the d	1	2	3	4	(5)		
Were the crew presentable and polite	Were the crew presentable and polite						
Did the crew handle your goods with c	are and attention	1	2	3	4	(5)	
How satisfied were you with the overal	l service you received	1	2	3	4	5	
				·			
How likely are you to use our service and / or recommend us to others	e again	Very Unlike	əly]	
and for recommend as to outers		Somewhat	Unlikely]	
		Likely]	
		Very Likely	,			1	
		Extremely	Likely]	
Please provide any additional comr							
REALLY HAPPY L	IN ELYMING	Mã	DE '	ME	WH	>(E	
PROCESS READ	SITH EVERYTHING	K You) , 1				

Flash + Jamie + i



ROSE REMOVALS AND STORAGE OF DEVON



1embership No R040 DOMESTIC · (OVERSEAS) · (BUSINESS) · (STORAGE

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

DESTINATION TOWN/CITY/VILLAGE

EXECER EX25 PP.

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	5 V
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 V
Did the crew arrive punctually on the d	1	2	3	4	5	
Were the crew presentable and polite		1	2	3	4	5
Did the crew handle your goods with c	are and attention	1	2	3	4	5 V
How satisfied were you with the overal	l service you received	1	2	3	4	5 V
How likely are you to use our servic and / or recommend us to others	e again	Very Unlik	sely	oppose editional del del de la compagne		
alla / or look		Somewha	t Unlikely			
		Likely				
		Very Likel	у		V	
		Extremely	Likely			
						Į.

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

The day of the removable went better than I expected due to the excellent organisation and efficiency of this team. They remained therefore all day inspite of the difficult access at Brownsay Court. They were an excellent ream in every way I would highly recommend them

margaret Leonard.







Membership No. R040

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envelope we would be most grateful.						
CLIENT'S NAME MR. J. M. DESTINATION TOWN/CITY/VILL	ANS REMOVAL DATE.	21/8/20				
DESTINATION TOWN/CITY/VILL	age TO/	75 HAM				
Please rate your service satisfacti	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) 5			
How satisfied were you with the Office sta	aff and overall communication	1 2 3	<u>(4)</u> 5			
Was the Estimator punctual, polite and int	Was the Estimator punctual, polite and informative					
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 se	ervice you received	1 2 3	4 5			
How likely are you to use our service a	again	Very Unlikely				
How likely are you to use our service a and / or recommend us to others	again	Very Unlikely Somewhat Unlikely				
	again	- I				
	again	Somewhat Unlikely				
	again	Somewhat Unlikely				
and / or recommend us to others Please provide any additional commen	nts below. Please note that these	Somewhat Unlikely Likely Very Likely Extremely Likely	r website			
and / or recommend us to others	nts below. Please note that these	Somewhat Unlikely Likely Very Likely Extremely Likely	r website			
and / or recommend us to others Please provide any additional commen	nts below. Please note that these	Somewhat Unlikely Likely Very Likely Extremely Likely	r website			
and / or recommend us to others Please provide any additional commen	nts below. Please note that these	Somewhat Unlikely Likely Very Likely Extremely Likely	r website			



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

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DESTINATION TOWN/CITY/V	ILLAGE BAKNST	APLE			
Please rate your service satisfa	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 Office	staff and overall communication	1 2 3	4	\bigcirc	
Was the Estimator punctual, polite and	1 2 3	4	5		
Did the crew arrive punctually on the d		1 2 3	4	(5)	
Were the crew presentable and polite	1 2 3	4	(5)		
Did the crew handle your goods with c	are and attention	1 2 3	4	(5)	
How satisfied were you with the overa	li service you received	1 2 3	4	(5)	
				,	
How likely are you to use our service and / or recommend us to others	ce again	Very Unlikely			
and to the comment as to others		Somewhat Unlikely		[
Also van sombe	htive	Likely		[
y was very confi		Very Likely			
Also very compe price-wise.		Extremely Likely			
Please provide any additional com	nents below. Please note that these	e may be used as reviews or	ı our websi	ite	

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

TOM 5AM18 &

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CLIENT'S NAME M.S. MISS. M.:	Anuth REMOVAL DATE. LAGE	20/8/20	
DESTINATION TOWN/CITY/VII	LAGE	reigh	
Please rate your service satisfac	ction as follows:		
 Very Dissatisfied Very Satisfied 	2 Somewhat Dissatisfied 5 Extremely Satisfied	3 Satisfied	
Nas your 1st contact friendly, helpful a	nd professional	1 2 3	(4) 5
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 da	ay of your move	1 2 3	4 (5)
Nere the crew presentable and polite	1 2 3	4 5	
Did the crew handle your goods with ca	1 2 3	4) 5	
low satisfied were you with the overall	1 2 3	<u> </u>	
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	
			an augusahalta
Please provide any additional comn	nents below. Please note that thes	se may be used as reviews d	M our website
Very happy with service.			



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CLIENT'S NAME FUNCA DEWAR- MOR GAN REMOVAL DATE. ZO 18 17070

MARKET LAVINGTON DESTINATION TOWN/CITY/VILLAGE Please rate your service satisfaction as follows: 2_Somewhat Dissatisfied 3 Satisfied 1 Very Dissatisfied 5 Extremely Satisfied 4 Very Satisfied 2 5 Was your 1st contact friendly, helpful and professional How satisfied were you with the Office staff and overall communication 3 5 2 Was the Estimator punctual, polite and informative 1 2 3 5 4 5 2 Did the crew arrive punctually on the day of your move 1 3 3 2 Were the crew presentable and polite Did the crew handle your goods with care and attention 2 3 5 2 How satisfied were you with the overall service you received 3 How likely are you to use our service 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	ESTIMATOR	WAS	LATE	70	OUR	APPE	OINTMENT.
HOW	SOR, I LIM	E You	UR TEI	AM A	hUD	WAS	IMPRESSED WITH
THE	PROFESSIONA	CISM	OF 77	IE G	REW)	TMAT	MOND ME.
.,			THI	TWK	You		

Plash + James



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envelope we would be most grateful.

envelope we would be most grateful.			
CLIENT'S NAME Mr. 3 MA Browley REMOVAL DATE. DESTINATION FOWN/CITY/VILLAGE Chulm	13/8/2020		
DESTINATION FOWN/CITY/VILLAGE	leigh		
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 8	
How satisfied were you with the Office staff and overall communication	1 2 3	4 8	
Was the Estimator punctual, polite and informative	1 2 3	4 8	
Did the crew arrive punctually on the day of your move	1 2 3	4 1 18	
Were the crew presentable and polite	1 2 3	4 1 1/5	
Did the crew handle your goods with care and attention	1 2 3	4 8	
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	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	e may be used as reviews o	n our website	

Flash & James worked extremely hard	on what was an exceptionally
Flash & James worked extremely hard hot day! They were diligent, careful,	respectful and all with a
Pleasant manner & sense of humour. Well	l don guus
· · · · · · · · · · · · · · · · · · ·	







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CLIENT'S NAME MF & MFS	SUTT REMOVAL DATE	12.0	8.20	0		
DESTINATION TOWN/CITY/VILL	LAGE BODLE	10% SI	NITER	CTON)	
Please rate your service satisfact	tion as follows:					
1 Very Dissatisfied 4 Very Satisfied	2 Somewhat Dissatisfied 5 Extremely Satisfied	3 :	Satisfied			
Was your 1st contact friendly, helpful an	d professional	1	2	3	4	(5)
How satisfied were you with the Office s	taff and overall communication	1	2	3	4	(5)
Was the Estimator punctual, polite and in	nformative	1	2	3	4	5
Did the crew arrive punctually on the day	of your move	1	2	3	4	(3)
Were the crew presentable and polite		1	2	3	4	[5]
Did the crew handle your goods with car	e and attention	1	2	3	4	<u>(5)</u>
How satisfied were you with the overall s	service you received	1	2	3	4	(5)
How likely are you to use our service land / or recommend us to others	again	Very Unlike	ely]
		Somewhat Unlikely				
		Likely]
		Very Likely	•			
		Extremely	Likely]
Please provide any additional comme	ents below. Please note that thes	e may be use	d as revi	ews on c	our webs	ite
Very polita	In lark bus	1.				





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CLIENT'S NAME MRSROI	BERTS REMOVAL DATE	6-8-20	
DESTINATION TOWN/CITY/VII	LAGE EXMC	UTH	
Please rate your service satisfac	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 (5)
How satisfied were you with the Office	staff and overall communication	1 2 3	<u>(4)</u> 5
Was the Estimator punctual, polite and	informative NA	1 2 3	4 5
Did the crew arrive punctually on the da	ay 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 ca	re 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 comm	nents below. Please note that thes	se may be used as reviews o	<u>n our website</u>
LUKE & TAFF,	ware supert	· ,	
very profesion			





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QUALITY QUESTIONNAIRE

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CLIENT'S NAME KERCHER	REMOVAL DATE	5th 7th Ang 2	20		
DESTINATION TOWN/CITY/VILLAG	E CHVLCH	11-1			
Please rate your service satisfaction	as follows:				
Very Dissatisfied Very Satisfied	2 Somewhat Dissatisfied5 Extremely Satisfied	3 Satisfied			
Was your 1st contact friendly, helpful and pro	ofessional	1 2	3	4	5
How satisfied were you with the Office staff a	1 2	3	4	5	
Was the Estimator punctual, polite and inforr	native	1 2	3	4	5
Did the crew arrive punctually on the day of y	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 an	d attention	1 2	3	4	5
How satisfied were you with the overall servi	ce you received	1 2	3	4	5
How likely are you to use our service aga	in	Very Unlikely			
and / or recommend us to others		Somewhat Unlikely			1

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

Likely

Very Likely

Extremely Likely

The crew of 2 worked hard A it was a long job. It should have been a crew of 3 or 4 (ne understand the cavid situation of yourselves) so it made it a long hard day(s) for all of w. Good work.

The 'welcome to your new home' could was a really nice touch.







(DOMESTIC) · (OVERSEAS) · (BUSINESS) · (STORAGE)

STATION BUSINESS PARK · LAPFORD · CREDITON · DEVON EX17 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 MA	Ster REMOVAL DATE	5the 6th	August
DESTINATION TOWN/CITY/V	TILLAGE Abb	5the 6th otskerswell	,
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	5
How satisfied were you with the Offic	e staff and overall communication	1 2 3	5
Was the Estimator punctual, polite an	d informative	1 2 3	14 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 1 5
How satisfied were you with the overa	all service you received	1 2 3	1 4 8
How likely are you to use our servi	ce again	Very Unlikely	
and / or recommend us to others		Somewhat Unlikely	
		Likely	
		Very Likely	
		Extremely Likely	
Please provide any additional com	ments below. Please note that thes	e may be used as reviews or	ı our website
made mou	sing almost f	in. polite	& Gunn
& no prob	sing almost flom a problem ease with t	n lovely p	eople
Very pl	ease with t	he service	