

ANTHONY

JAMIE E



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 MR+MRS PULLIN REMOVAL DATE 14-1-2021

DESTINATION TOWN / CITY / VILLAGE ...TILVERTON

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 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

Very easy move due to ANTHONY and Jamie E
Wonderful crew,

ANTHONY + JOSH



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CLIENT'S NAME PAUL MORLEY REMOVAL DATE 11/1/21

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

Great job, helpful guys well done.

Jamie E
 Andy B
 Graham
 Andy H
 Taff
 Steen
 Tone.



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CLIENT'S NAME Marie Casper REMOVAL DATE 11 + 12th Jan 21
 DESTINATION TOWN / CITY / VILLAGE Sidmouth

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					5
How satisfied were you with the Office staff and overall communication					5
Was the Estimator punctual, polite and informative					5
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	<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 all so much. All the guys were exceptionally helpful and nice. They took so much stress out of the whole procedure.
 I can't thank them enough. Very happy if you use me as a reference if needed at any time.

Regards
 Marie, Phil.



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CLIENT'S NAME PAUL SAUNDERS REMOVAL DATE 11 - 01 - 21

DESTINATION TOWN / CITY / VILLAGE GLENCHISE PERTH

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					5 ✓
How satisfied were you with the Office staff and overall communication					5 ✓
Was the Estimator punctual, polite and informative					5 ✓
Did the crew arrive punctually on the day of your move					5 ✓
Were the crew presentable and polite					5 ✓ → 6
Did the crew handle your goods with care and attention					5 ✓ → 6
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	<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

Everything went extremely smoothly due to the professionalism and tireless energy of the crew. It was a big job to load box van bodies at one end and the Anders and James to unload them at the other, not to mention the ten hour trip between destinations. Their good humour in the face of our considerable box count was remarkable. Thank you all for making our move to Scotland both possible and almost care free!



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CLIENT'S NAME NIGEL AND SUZIE MEYNELL REMOVAL DATE 11. 1. 2021
DESTINATION TOWN / CITY / VILLAGE LLANFYLLIN POWYS, WALES

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

We do not intend to ever move again they will be taking us out of here in a wooden box!

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

This was a very big move for us and we were quite anxious especially with Covid 19. We were soon put at ease. They told us our packing was excellent and uniformed! We fed them well through out the move - they earned it! They Communicated well asking instead of guessing all the way

Merv's experience as an HGV driver was so evident - Well done again and Tom's skills guiding down the track. I telephoned your office as I wanted to personally speak to a member of staff Merv and Tom should both get employee of the year polite, Attention to detail Five star Service A credit to Rose!

Flash + Luke + Andy B



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CLIENT'S NAME JOHN HANCOCK REMOVAL DATE 11/12/1/21

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

Luke & Flash especially were courteous & fun to be around whilst working hard and communicating well



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CLIENT'S NAME MARION STONES REMOVAL DATE 7/8 JAN '21

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



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CLIENT'S NAME NICK FISHER REMOVAL DATE 17/18 Dec

DESTINATION TOWN / CITY / VILLAGE West Dean

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>N/A</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

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 really impressed with Merve, Tom + Graham. They were polite, efficient and worked really hard. Their friendly banter throughout the day made a long day seem shorter and easier. I could definitely recommend them and would

Use your company again.

Thank-you.

Nick

Andy +1
Tom



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CLIENT'S NAME STREET REMOVAL DATE 15/12/20

DESTINATION TOWN / CITY / VILLAGE EXETER

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

WE HAVE USED ROSE'S ON 3 MOVES IN THE LAST 20 YEARS AND HAVE ALWAYS HAD GREAT SERVICE + NO ISSUES WITH ANY ASPECT.

ANTHONY + JAMES



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CLIENT'S NAME JAMES McFARLANE REMOVAL DATE 8.9. DEC 20

DESTINATION TOWN / CITY / VILLAGE GLASGOW STORAGE

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

ANTHONY + JAMES WERE BRILLIANT AND VERY PROFESSIONAL
A CREDIT TO THE COMPANY.



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CLIENT'S NAME Edward Jury..... REMOVAL DATE 15-12-20

DESTINATION TOWN / CITY / VILLAGE Melksham, Wilts

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

Unlikely because of moving out of area, however should a previous neighbour talk of moving I would be happy to recommend you.

ANDY B
 SAHAM
 LURE
 SARIE
 JAMES
 PENFOLD

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CLIENT'S NAME ...GAIL MISTLIN... REMOVAL DATE...16.12.20...

DESTINATION TOWN / CITY / VILLAGEAXMINSTER

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

VERY HELPFUL, PROFESSIONAL AND TOOK GREAT CARE WITH OUR BELONGINGS.

Andy +
Tom



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CLIENT'S NAME HATCHER REMOVAL DATE 16th December 2020

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"/>
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

Andy & Tom were really professional, didn't stress about anything and just got on with loading & then unloading, nothing was a problem. We would use & recommend Rose Removals again... but I'm never moving again... not for a while!!
ha ha!!

Flash + Luke



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CLIENT'S NAME Charlotte Braus Spencer REMOVAL DATE 17/12/20

DESTINATION TOWN / CITY / VILLAGE Crediton

Please rate your service satisfaction as follows:

1 Very Dissatisfied
4 Very Satisfied

2 Somewhat Dissatisfied
5 Extremely Satisfied

3 Satisfied

Was your 1st contact friendly, helpful and professional	1	2	3	4	5
How satisfied were you with the Office staff and overall communication	1	2	3	4	5
Was the Estimator punctual, polite and informative	1	2	3	4	5
Did the crew arrive punctually on the day of your move	1	2	3	4	5
Were the crew presentable and polite	1	2	3	4	5
Did the crew handle your goods with care and attention	1	2	3	4	5
How satisfied were you with the overall service you received	1	2	3	4	5

How likely are you to use our service again and / or recommend us to others

Very Unlikely

Somewhat Unlikely

Likely

Very Likely

Extremely Likely

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

Great service, helpful and got on with the job. Thank you.

Jamie E
Josh
Luke



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CLIENT'S NAME EMMA SHARPLES REMOVAL DATE 22/12/20
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

The crew were friendly, considerate and helpful. I felt that my belongings were entirely safe in their hands. They somehow made the stress of moving so much more manageable. Thankyou Jamie, Josh and Luke.

Flash + Luke + Andy H.



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 ... ANDREW SLATER REMOVAL DATE ... 28/12/20

DESTINATION TOWN / CITY / VILLAGE ... Stowmouth

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

My family is a repeat customer, and if the need arises will be again.

STEEN TARR.



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CLIENT'S NAME REMOVAL DATE.....

DESTINATION TOWN / CITY / VILLAGE

Please rate your service satisfaction as follows:

1 Very Dissatisfied 2 Somewhat Dissatisfied 3 Satisfied
4 Very Satisfied 5 Extremely Satisfied

Was your 1st contact friendly, helpful and professional	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>Telephone</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

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

From very first contact to the final box unloaded, nothing was too much trouble, despite tricky access to our property which required a rethink on the day. We can't recommend and thank Steen and Tarr enough for their efforts and professionalism on move days. They were superb! We would highly commend Rose Removals to anyone without hesitation.

Best regards + thanks again,
Keith & Tina Hopkins.