





Membershij No. R040

DOMESTIC). (OVERSEAS). (BUSINESS). (STOKAGE)

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QUALITY QUESTIONNAIRE

CLIENT'S NAME MR+MRS	PULLIN REMOVAL DATE	14-1-5031	
DESTINATION TOWN/CITY/V	ILLAGEI.I.U.E.	RTON	
Please rate your service satisfa	action as follows:		
1 Very Dissatisfied 4 Very Satisfied	2 Somewhat Dissatisfied 5 Extremely Satisfied	3 Satisfied	and deleter to
Was your 1st contact friendly, helpful	and professional	1 2 3	3 4 5
How satisfied were you with the Office	staff and overall communication	1 2 3	3 4 (5)
Was the Estimator punctual, polite and	d informative	1 2 3	3 4 (5)
Did the crew arrive punctually on the	day of your move	1 2 3	3 4 (5)
Were the crew presentable and polite		1 2 3	3 4 (5)
Did the crew handle your goods with (care and attention	1 2	3 4 5
How satisfied were you with the overa	all service you received	1 2 3	3 4 5
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 the	se may be used as review	rs on our website
very easy m	ove due to ANT	HONY and Ja	imieE
Wonderful cre	يس _,		

ANTHONY







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	QUALITY QUESTION	<u>NAIRE</u>	
If you could find time to complete the envelope we would be most grateful.	se Removals has of continuously monito few questions below and return it to us it. UNRUEY REMOVAL DATE	in the reply paid	
DESTINATION TOWN/CITY/VII	LAGE E46	TEL	
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	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)
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 overall	I service you received	1 2 3	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 comn	nents below. Please note that the	se may be used as review	s on our website
Great job, Lelpful	guys well done	•	

Jamie E Andy B Graham Andy H Taff Steen





Membership No. R040 DOMESTIC · OVERSEAS · BUSINESS · STORAGE

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QUALITY QUESTIONNAIRE

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envelope we would be most grateful.	200	11 +12 to Tan 21	\$
CLIENT'S NAME MAYIE C	NEMOVAL DATE	11+12+Jzn 21	
DESTINATION TOWN / CITY / VI	LLAGE SIAM	15414	
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		1 2 3	4 5
How satisfied were you with the Office		1 2 3	4 5
Was the Estimator punctual, polite and		1 2 3	4 5
Did the crew arrive punctually on the o	day of your move	1 2 3	
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 6
How satisfied were you with the overa	all service you received	1 2 3	
	is a grain	Very Unlikely	
How likely are you to use our serv and / or recommend us to others	ice again	Somewhat Unlikely	
		Likely	
		Very Likely	
		Extremely Likely	
discouradditional cor	nments below. Please note that th	ese may be used as reviews or	ı our website
Please provide any additional out			

Thankyou all so much. All the guys were exceptionally halpful and nice. They dook so much stress out of the whole pucedure.

I cont thank thom enough. Very happy if you use me as a reference if needed at any time.





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

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QUALITY QUESTIONNAIRE

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CLIENT'S NAME PAUL SAUNIXES REMOVAL DATE 11 - 21 - 21

Please rate your service satisfa		,	D-41-61-1			
1 Very Dissatisfied 4 Very Satisfied	2 Somewhat Dissatisfied 5 Extremely Satisfied	3	Satisfied			
Was your 1st contact friendly, helpful a		1	2	3	4	
How satisfied were you with the Office	staff and overall communication	1	2	3	4	1,5
Was the Estimator punctual, polite and	l informative	1	2	3	4	.5/
Did the crew arrive punctually on the c	lay of your move	1	2	3	4	.5/
Were the crew presentable and polite		1	2	3	4	5,50
Did the crew handle your goods with o	are and attention	1	2	3	4	5/-
How satisfied were you with the overa	II service you received	1	2	3	4	15/
How likely are you to use our servious and / or recommend us to others	ce again	Very Unli	kely			1
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		Very Like	ly			
		Extremel	y Likely		_X]

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

FUGATHING World Extravely Suesothly due to the professionalism and tescless
exactly of the coen. It was a big jet to load boo van bodies at around
Everything work extrously sunothly due to the professionalism and tricless exergy of the even. It was a buy job to load boo van bodoes at are and and the Andrew and James to indood them at the other, not to another the ten hourstoops between destinations. Their good human in the face
of our considerable box count was renertable. Thorade you all for making
our more to southand both passible and almost cour fre!





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	QUALITY QUESTION		
If you could find time to complete the fenvelope we would be most grateful. MGC AN CLIENT'S NAME	Removals has of continuously monitorified questions below and return it to us in SUZIC REMOVAL DATE LAGE LANEY	11. 1. 2021	, WALES
Please rate your service satisfac 1 Very Dissatisfied 4 Very Satisfied Was your 1st contact friendly, helpful and the satisfied were you with the Office s	tion as follows: 2 Somewhat Dissatisfied 5 Extremely Satisfied nd professional staff and overall communication	3 Satisfied 1 2 3 1 2 3	4 5
Was the Estimator punctual, polite and Did the crew arrive punctually on the da Were the crew presentable and polite Did the crew handle your goods with ca How satisfied were you with the overall	ay of your move	1 2 3 1 2 3 1 2 3 1 2 3 1 2 3	4 5
How likely are you to use our service and or recommend us to others We do not interest again They will be to the out of		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

	Second the Labe Chinal
	This was a very by move for as area acce grant and
	this was a very big more 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 unstead of gressing and the they communicated well asking unstead of gressing and the
	esternament of the control of the co
	told of the pacture was exceeded and unity med.
	the move - they carried it's
	The ted them well the stand of allessing all the
	The Committee well asking worked of goess, but
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60	dephaned your office as mounted Tom should both a member of staff Merv and Tom should both a member of staff Polite, Attention to detail
Δ.	1- and account the 1400 Issue 6 Polities, michael la Pass
de	a member of statt Mer artention to detail 1 t employee of the year Issues Polite, Attention to detail 1 constants: Strong: Five Star Service A credit to Rose.
l J	CALLEAGE + STUMO . FIVE SILL SUIT





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QUALITY QUESTIONNAIRE

CLIENT'S NAME	ANCOCK REMOVAL DATE	11212/1/21	
DESTINATION TOWN/CITY/V	TILLAGE EXE	ER	
Please rate your service satisf	action as follows:		
1 Very Dissatisfied 4 Very Satisfied	2 Somewhat Dissatisfied 5 Extremely Satisfied	3 Satisfied	
Was your 1st contact friendly, helpful	and professional	1 2 3	4 5
How satisfied were you with the Office	e staff and overall communication	1 2 3	4 5
Was the Estimator punctual, polite an	d 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 overa	all service you received	1 2 3	4 (5)
How likely are you to use our serv	ice again	Very Unlikely	
and / or recommend us to others		Somewhat Unlikely	
		Likely	
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		Extremely Likely	
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Please provide any additional com	ments below. Please note that the	se may be used as reviews	On our website
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take around in	especially ner	il communicating	well



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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 PARION STONES REMOVAL DATE 7/8 JAN	21

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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	1 2 1 2 1 2 1 2 1 2 1 2 1 2	3 3 3 3 3	4 4 4	5 6 6 6
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	1 2 1 2 1 2 1 2 1 2 1 2	3 3 3	4 4	5 5 6 6
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	1 2 1 2 1 2	3 3	4	1 (5) 1 (5)
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	1 2 1 2 1 2	3	4	5
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	1 2	3	4	(5)
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How likely are you to use our service again		3	4	<u> </u>
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	Extremely Likely			
Please provide any additional comments below. Please note that these	e may be used as re	eviews o	n our we	ebsite



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QUALITY QUESTIONNAIRE

envelope we would be most grateful.		17/18 Dec	
CLIENT'S NAME WICK	TSHEC REMOVAL DATE.	17 110 900	
DESTINATION TOWN/CITY/VIL		5¢~	
Please rate your service satisfac	tion as follows:		1
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 s	staff and overall communication	1 2 3	4 (5)
Was the Estimator punctual, polite and	t	1 2 3	4 5
Did the crew arrive punctually on the da		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 overall	service you received	1 2 3	4 (5)
How likely are you to use our servic	e again	Very Unlikely Somewhat Unlikely	
		Likely	
		Very Likely	
		Extremely Likely	
Please provide any additional com	ments below. Please note that the	ese may be used as reviews on	our website
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Shorter	and	easier. I	حصلا	deKn.H	recommend	them o	and coun

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QU A	LITT QUESTION	NAINE	
This questionnaire is the best way Rose Remo If you could find time to complete the few que envelope we would be most grateful. CLIENT'S NAME	stions below and return it to us	in the reply paid	
DESTINATION TOWN/CITY/VILLAGE	Exel	ER	
Please rate your service satisfaction as	follows:		
1 Very Dissatisfied 4 Very Satisfied	2 Somewhat Dissatisfied 5 Extremely Satisfied	3 Satisfied	
Nas your 1st contact friendly, helpful and profe	essional	1 2 3	4 (5)
low 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 yo	ur 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 b			
WE HAVE USED ROSES AND HAVE ALWAYSHAD ASPECT.	ON 3 MOVESIN T GLEAT SERVICE H	No issues with a	KNX NX





Membership

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QUALITY QUESTIONNAIRE

CLIENT'S NAME SAMES	MCFARLA MAREMOVAL DATE	8.9. DEC ZO	
DESTINATION TOWN/CITY/VII	LLAGE RASCO	on STORACE	
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) 4	5
Was the Estimator punctual, polite and	informative	1 2 (3) 4	1 5
Did the crew arrive punctually on the da	ay of your move	1 2 (3) 4	1 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	(6)
How satisfied were you with the overall	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	nents below. Please note that the	se may be used as reviews on our	website
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QUALITY QUESTIONNAIRE

REMOVAL DATI	15-12-20	
ILLAGE IV	llesham. Willes	
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2 Somewhat Dissatisfied 5 Extremely Satisfied	3 Satisfied	Maria
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II service you received	1 2 3 4	5
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ments below. Please note that the	se may be used as reviews on our w	ebsite
	2 Somewhat Dissatisfied 5 Extremely Satisfied and professional staff and overall communication l informative lay of your move	2 Somewhat Dissatisfied 5 Extremely Satisfied 5 Extremely Satisfied and professional 1 2 3 4 staff and overall communication 1 2 3 4 lay of your move 1 2 3 1 lay of your move 1 2 3 1 lay of your move 1 2 3 1 lay of your m

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CLIENT'S NAME G.A.L	MISTIN REMOVAL DATE	16.12.20	
DESTINATION TOWN/CITY/V	A > , , o o	inster	
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) 5
Was the Estimator punctual, polite an	d informative	1 2 3	4 5
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		1 2 3	4 (5)
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		1 2 3	4 5
		1 2 3	4 5
How likely are you to use our servi	ce again	Very Unlikely	
and for reconfinered as to others		Somewhat Unlikely	
		Likely	
		Very Likely	
		Extremely Likely	X
Please provide any additional com	ments below. Please note that the	se may be used as reviews	s on our website

VERY HELPFUL, PROFESSIONAL AND FOOK.

GREAT CARE WITH OUR BELONGINGS.





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

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QUALITY QUESTIONNAIRE

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CLIENT'S NAME HATC	TEX REMOVAL DATI	16th December 2020					
DESTINATION TOWN/CITY/V	ILLAGE C.D.	METICE					
Please rate your service satisf	action as follows:						
1 Very Dissatisfied 4 Very Satisfied	2 Somewhat Dissatisfied 5 Extremely Satisfied	3 Satisfied					
Was your 1st contact friendly, helpful and professional		1 2 3 4	5)				
How satisfied were you with the Office staff and overall communication		1 2 3 4	5)				
Was the Estimator punctual, polite an	d informative	1 2 3 4	5)				
Did the crew arrive punctually on the day of your move Were the crew presentable and polite Did the crew handle your goods with care and attention		1 2 3 4 5 1 2 3 4 5 1 2 3 4 5					
				How satisfied were you with the over	all service you received	1 2 3 4	5
				How likely are you to use our serv	ice 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

Andy of Tom were really professional diant
shess about anything and Just got an with
loading of the unloading, nothing was a problem, we would use a recommend thee Romovals
loading of the unloading nothing was a problem, we would use of recommend those Romovals again not for a while !! Again but I'm never moving again not for a while !! ha half

Mash + Loke



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If you could find time to complete the few questions below and return it to us in the reply	, paid	
envelope we would be most grateful.		_

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CLIENT'S NAME Chay 10th	Braus-SpenOV REMOVAL DATI	E 17/12/20	
DESTINATION TOWN/CITY/VI	LLAGE Credit		
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	l informative	1 2	3 4 5
Did the crew arrive punctually on the d	lay of your move	1 2	3 4 5
Were the crew presentable and polite		1 2	3 4 5
Did the crew handle your goods with o	are and attention	1 2	3 4 5
How satisfied were you with the overa	ll 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 Somewhat Unlikely Likely Very Likely Extremely Likely	
Please provide any additional com			
Great Service, Job. Thank	helpful and c	got a wr	th The
	And the second s		





DESTINATION TOWN / CITY / VILLAGE

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

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QUALITY QUESTIONNAIRE

This questionnaire is the best way Rose Removals has e	of continuously monitoring the service we provide.
If you could find time to complete the few questions be	low and return it to us in the reply paid
envelope we would be most grateful.	
CLIENT'S NAME EMMA SHARPLE	B _{REMOVAL DATE} 22/12/20
DESTINATION TOWN / CITY / VILLAGE	EXETER

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 care 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 again and / or recommend us to others		Very Unlikely Somewhat Unlikely	
		Likely	
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Please provide any additional comments below. Please note that these may be used as reviews on our website

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Flash + Luke + Andy H.



SE REMOVAL STORAGE of DEV



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

STATION BUSINESS PARK • LAPFORD • CREDITON • DEVON EX17 6AE • Telephone 01363 83700 • Fax 01363 83747 www.roseremovals.co.uk • E-mail: info@roseremovals.co.uk

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

QUALITY QUESTIONNAIRE

envelope we would be most grateful.		1 /	
CLIENT'S NAME AND REAL DESTINATION TOWN/CITY/VILL	SLATEN REMOVAL DATE	23/12/20	
DESTINATION TOWN/CITY/VILL	AGE SUD	mov 774	
Please rate your service satisfact	ion as follows:		
1 Very Dissatisfied4 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	aff and overall communication	1 2 3	4 5
Was the Estimator punctual, polite and ir	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	
and to the total and the control of		Somewhat Unlikely	
		Likely	
		Very Likely	
		Extremely Likely	
Please provide any additional comme	ents below. Please note that thes	se may be used as reviews	on our website

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fow satisfied were you with the Office s	1 2	3 4 5				
Vas the Estimator punctual, polite and	1 2	3 4 5				
Did the crew arrive punctually on the da	1 2	3 4 5				
Nere the crew presentable and polite		1 2	3 4 5			
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and / or recommend us to others	z ayanı					
		Somewhat Unlikely				
		Likely				
		Very Likely				
		Extremely Likely				
Please provide any additional comm			•			
From very first con	tact to the fina	I box unload	lad,			

From very first contact to the final box unloaded,
From very first contact to the final box unloaded, nothing was too much trouble, despite tricky access to our
property which required a return on the day, we can
recommend and want Steen and Tott enough for their
efforts and professionalism on more days. They were
superb! We would highly comment Rose Removals
to anyone without heistation.
Best regards + thanks again,
keith & Tina Hapkins.
Issue 6