



All Moves UK Ltd

Best Domestic Removals Firm 2018

All Moves UK Ltd is a family run removal and storage company offering a bespoke service, from a full pack to a full unpack solution to clients around the world. Founder Gordon Rafferty talks us through the firm and how it works to provide its clients with the very highest standards of support and service during this often daunting and challenging time.

With a wealth of knowledge and valuable experience in the removal industry, All Moves UK offers its clients professional and reliable removal services at highly competitive prices. Operating from three offices in Nottingham, Derby and Leicester, the firm can cater for any size of removal job, from a single item to a full house move.

Gordon established the firm in 2001 with just a van and man service quickly realising there was much more involved. He then took many courses to gain the skills required. The firm's turnover has developed over the years through our professionalism and quality of the service that the firm provides.

Today the firm has achieved a vast amount of success, and Gordon is proud to explore the achievements that he and his team have made over recent years.

"Here at All Moves UK we are incredibly proud that we now hold the highest reviews on Which?, and we are in line for a special award for this. Customer service is our main priority, we aim to meet every individual customer's needs which makes the move as stress free as possible. Our growth has been all down to our reputation and fantastic staff, we have grown with our own investment paying all profit back into the company."

As in any service industry, in removals the key to success is a dedicated team, and as such Gordon is keen to highlight how he leads his staff to ensure that they provide clients with the very highest possible standards of service and support.

"Uniquely, at All Moves UK we run an upside-down management making the customer the most important and making myself the director the least important. All our staff are

fully trained in all their roles to the highest standard. All field staff are fully trained in all health and safety and have regular training days in customer service and skills. All our field staff are trained to the standard of the BSEN 12522 part 1 and 2 UKAS.

"Alongside this, our office staff are full trained on customer service and have full knowledge of our services so that they can answer any query professionally. All staff in the field are fully trained in manual handling, health and safety, professional packing service, export wrapping for customs and excise and dis-mantling and re-assembling. Some staff are fully trained to use forklifts. We have invested in two of our staff to gain class 2 HGV licences, this has improved their own skills at the company's cost. Our success has been down to investing in training our staff to the highest standard therefore this is why our feedback of our services is high."

Looking ahead, Gordon has big plans to grow All Moves UK even further, as he is proud to conclude.

"Last year was our biggest step moving forward, acquiring our own storage unit and larger vehicles for our fleet. Looking to the future, our main objective is to acquire another warehouse in Derbyshire to serve our local customers for storage requirements as this is becoming more popular now in the domestic sector.

"Additionally, as part of our growth strategy all profits over the next two years will be saved so that we can invest in the future as I have a very strong belief in this financial era to stay in the black and not have loans. This will expand the business and bring more work making more jobs and security for new employees. As an owner of a small business I only take a salary and don't take any dividends and I constantly re-invest to secure the future success of my business."



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