

RETURNED SURVEY

Critical / Follow-Up Code: Z - No critical code or follow-up**Survey Returned By:** WEB**Order Number:** M0300-0000103-1**Delivery Date:** 08/22/2011**Customer:** Boland**Contract Number:** GPP1**Contract Name:** Not Applicable**Return Date:** 09/20/2011**Move Type(s):** Point-To-Point**Ship Type:** C**On this move you were the:** HA**BA:** M0300**Agt Drv:** M0100**DA:** M1532**OA:** M0600**VanOp:** M0100 - 19661**PA:** M0600**Est:** M0300 -**MC:** M0300 - MD0064**Salesperson:** M0300 - JB0262

Using a scale of 5 to 1 & NA where 5 is excellent and 1 is poor and NA is not applicable;
this is how your customer rated the performance on this move.

Question No.	Question	Response
<u>LOADING SERVICES</u>		
Q4a	Explaining the inventory process	5
Q4b	Protecting your residence during loading (flooring, doorways, etc.)	5
Q4c	Handling your belongings with care	5
Q4d	Managing an organized and efficient loading process	5
Q4e	OVERALL rating of Driver and Loading Crew	5
Are there any comments or suggestions about the Loading Services you would like to share with us?		
<i>The loading crew was understaffed: there were only two men who loaded our entire house into the truck! They worked very hard into the early morning hours to get our belongings onto the truck --- they did the work of at least four people and should be commended for it.</i>		
<u>DELIVERY SERVICES</u>		
Q5a	Protecting your residence during delivery (flooring, doorways, etc.)	5
Q5b	Handling your belongings with care	5
Q5c	Providing time and assistance as you check off the receipt of your belongings	5
Q5d	Correctly reassembling items disassembled by the driver/loading crew	5
Q5e	Managing an organized and efficient delivery process	5
Q5f	OVERALL rating of Driver and Delivery Crew	5
Are there any comments or suggestions about the Delivery Services you would like to share with us?		
<i>The driver was exceptional throughout the entire move. We would request him again if we chose Mayflower for a future move.</i>		
<u>OVERALL MOVE EXPERIENCE</u>		
Please list the names and positions of any individuals you believe should be recognized for exceptional performance, along with the reasons why they deserve special recognition.		

Steven Seymour (I'm not sure if his last name is correct), the driver, was exceptional. He and just one other crewmember (I do not have his name but he also should be acknowledged) loaded over 8,000 pounds of our belongings onto the moving truck. They stayed until the job was done. He maintained a sense of professionalism and humor during the whole process and he was a pleasure to work with.