

M0100 - Premier Transfer and Storage, Inc.

Critical / Follow-Up Code: Z - No critical code or follow-up

Survey Returned By: WEB

Order Number: M0100-0000081-1

Delivery Date: 08/08/2011

Customer: Carter

Contract Number: GPP1

Contract Name: Not Applicable

Return Date: 10/12/2011

Move Type(s): Point-To-Point

Ship Type: C

On this move you were the: BA EST OA HA PA

BA: M0100

Agt Drv: M0100

DA: M0400

OA: M0100

VanOp: M0100 - 19658

PA: M0100

Est: M0100 -

MC: M0600 - LD0026

Salesperson: M0100 - RH0077

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>MOVE CONSULTATION</u>		
Q1a	Explaining the move process and services available (i.e., professional packing, coverage options, high-value inventory process, etc.)	5
Q1b	Consulting with you on your specific moving needs (i.e., dates, special requirements, etc.)	5
Q1d	Explaining moving charges/pricing	5
Q1f	OVERALL rating of Move Consultation and Estimating	5
<u>ESTIMATING</u>		
Q1c	Thoroughly viewing your household for all items to be moved	5
Q1e	Accurately estimating your total moving charges	5
<u>MOVE COORDINATION</u>		
Q2a	Keeping you informed and providing timely follow-up throughout your move	5
Q2b	Availability to assist you during your move	5
Q2c	Coordinating the details of your move	5
Q2d	OVERALL rating of Move Coordination	5
Are there any comments or suggestions about the Move Consultation, Estimating and/or Coordination Services you would like to share with us?		
<i>LaToya and Eugene made a stressful task as easy as possible. They were very professional and pleasant-friendly during the entire process. Please Thank them again on my behalf. It's personal as such that would make me return or refer Premier-Mayflower again.</i>		
<u>PACKING SERVICES</u>		
Q3a	Carefully packing your household items into boxes	5
Q3b	Treating your residence and belongings with respect	5
Q3c	Accurately labeling packed boxes with contents and room location	5
Q3d	OVERALL rating of Packing Crew	5
<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
<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
<u>OVERALL MOVE EXPERIENCE</u>		
Q6	Considering the entire move experience, how would you rate Mayflower's performance on your recent move?	5
Q7	Would you recommend Mayflower to a friend, relative or associate?	5

Definitely would
recommend

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.

As previously stated in a prior question; LaToya and Eugene were very professional friendly and polite. A very daunting task was made easy. Please acknowledge them for a job well done. Thanks Again!