

M0100 - Premier Transfer and Storage, Inc.

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

Survey Returned By: WEB

Order Number: M0100-0000105-1

Delivery Date: 10/18/2011

Customer: INMAN

Contract Number: GPP1

Contract Name: Not Applicable

Return Date: 12/06/2011

Move Type(s): Point-To-Point, Shuttle at Origin

Ship Type: C

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

BA: M0100	Agt Drv: M0100	DA: U0412
OA: M0100	VanOp: M0100 - 19468	SOA: M0100
PA: M0100	Est: M0100 -	
MC: M0300 - MD0064	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
<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	4
Q3d	OVERALL rating of Packing Crew	5

Are there any comments or suggestions about the Packing Services you would like to share with us?

I think that some of the labeling could have been improved by my having been better prepared for the move - the move happended so quickly for me that I was not as prepared as I should have been - with that said, the team did an outstanding job!

LOADING SERVICES

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 would like to complement the team who packed, loaded me - they were most respectful of moving my items and treated them as if they were theirs - they made what could have been extremely stressful much easier.

DELIVERY SERVICES

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?

The same crew was on both ends of my move - again, not sure that I could say enough good things about them.

OVERALL MOVE EXPERIENCE

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?	<i>Definitely would recommend</i>

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.

Rusty Hall - the attention to detail on setting up my move was spot on and kept me well informed and comfortable that Mayflower could handle my move. Herbert Kors?(not sure of his last name) - the driver was the guy who kept everything well organized and displayed complete flexibility with a disorganized client. Frankie Richardson was incredibly concerned about ensuring that my belongings were well packed and perfectly placed in my new home and Ricky Wynn ensured that everything that should be packed was packed - and what a job that was! I couldn't have asked for a better team - I think I speak for my husband and myself - we would clearly tell anyone that we know who is moving and needs a company that Mayflower is the way to go and in Richmond VA - I have the BEST team that we could have asked for. I would ask you to pass on our gratitude to the entire Richmond crew from Rusty on for helping us move to our new home in Atlanta. If they could only see how much better it looks now!!! Thanks again for everything. Chris and Steve Inman