

**M0300 - Premier Transfer and Storage, Inc.**

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

Survey Returned By: WEB

Order Number: M0300-0000003-2

Delivery Date: 01/04/2012

Customer: Irby

Contract Number: GPP1

Contract Name: Not Applicable

Return Date: 02/02/2012

Move Type(s): Point-To-Point

Ship Type: C

**On this move you were the: BA EST OA HA PA****BA:** M0300**Agt Drv:** M0300**DA:** M1504**OA:** M0300**VanOp:** M0300 - 19373**PA:** M0300**Est:** M0300 -**MC:** M0300 - MD0064**Salesperson:** M0300 - JP0112

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
<b><u>MOVE CONSULTATION</u></b>		
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
<b><u>ESTIMATING</u></b>		
Q1c	Thoroughly viewing your household for all items to be moved	5
Q1e	Accurately estimating your total moving charges	5
<b><u>MOVE COORDINATION</u></b>		
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
<b><u>PACKING SERVICES</u></b>		
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
<b><u>LOADING SERVICES</u></b>		
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
<b><u>DELIVERY SERVICES</u></b>		
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
<b><u>OVERALL MOVE EXPERIENCE</u></b>		
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>