

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

Survey Returned By: WEB

Order Number: M0300-0000066-1

Delivery Date: 08/08/2011

Customer: Jin

Contract Number: R815

Contract Name: VIRGINIA POLYTECHNIC INSTITUTE

Return Date: 09/06/2011

Move Type(s): Point-To-Point

Ship Type: N

On this move you were the: BA HA DA

BA: M0300	Agt Drv: M0300	DA: M0300
OA: M1869	VanOp: M0300 - 19025	
PA: M0600	Est: M1869 -	
MC: M0300 - DS0021	Salesperson: M0600 - BB0061	

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 (if applicable)	N/A
Q1gn	OVERALL rating of Move Consultation and Coordination	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	4
Q2c	Coordinating the details of your move	5
<u>ESTIMATING</u>		
Q1c	Thoroughly viewing your household for all items to be moved	5
Q2an	Arriving at scheduled time for moving survey appointment	5
Q2bn	Presenting a professional appearance	5
Q2dn	OVERALL rating of Move Surveyor	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	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?	<i>Definitely would recommend</i>