

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

Survey Returned By: WEB

Order Number: M0300-0000100-1

Delivery Date: 09/14/2011

Customer: Murphy

Contract Number: GPP1

Contract Name: Not Applicable

Return Date: 10/13/2011

Move Type(s): Alliance, Day Certain Load

Ship Type: C

On this move you were the: BA EST

BA: M0300

Agt Drv: U0070

DA: M2838

OA: M0600

VanOp: U0070 - 007014

PA: M0600

Est: M0300 -

MC: M0300 - MD0064

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
MOVE CONSULTATION		
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)	5
Q1gn	OVERALL rating of Move Consultation and Coordination	5
MOVE COORDINATION		
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
ESTIMATING		
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
PACKING SERVICES		
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
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
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
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?	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.

Becky Beard & Marina Dennis. All of the individuals that packed, loaded, & unloaded did a great job. Everyone was extremely helpful & professional from beginning to end. This was our first experience with using a mover & Mayflower did an outstanding job.