

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.

Response

Question No.

Question

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) N/A
- 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.

Delana Spence and Christina Love for being so kind and patient, specially since we had to re-schedule the delivery day several times. I don't remember the names of the packing, loading, driver and delivery crew, but I want to emphasize they were all of them efficient, clean, fast and organized! Thanks Mayflower!