

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

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

**Survey Returned By:** WEB

**Order Number:** M0300-0000079-1

**Delivery Date:** 08/13/2011

**Customer:** Peguero

**Contract Number:** R815

**Contract Name:** VIRGINIA POLYTECHNIC INSTITUTE

**Return Date:** 09/11/2011

**Move Type(s):** Point-To-Point

**Ship Type:** N

**On this move you were the: BA EST HA DA**

<b>BA:</b> M0300	<b>Agt Drv:</b> M0300	<b>DA:</b> M0300
<b>OA:</b> M0777	<b>VanOp:</b> M0300 - 18959	
<b>PA:</b> M0777	<b>Est:</b> M0300 -	
<b>MC:</b> M0300 - MD0064	<b>Salesperson:</b> 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
<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 (if applicable)	5
Q1gn	OVERALL rating of Move Consultation and Coordination	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
<b><u>ESTIMATING</u></b>		
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
Are there any comments or suggestions about the Move Consultation, Coordination, and/or Move Surveyor Services you would like to share with us?		
<i>Excellent move!</i>		
<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

