

**RETURNED SURVEY**

M0300 - Premier Transfer and Storage, Inc. | 08/13/2011 - 08/19/2011 | All | All

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

**Survey Returned By:** WEB

**Order Number:** M0300-0000043-1

**Delivery Date:** 07/06/2011

**Customer:** Taylor

**Contract Number:** R815

**Contract Name:** VIRGINIA POLYTECHNIC INSTITUTE

**Return Date:** 08/14/2011

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

**Ship Type:** N

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

**BA:** M0300

**Agt Drv:** M0300

**DA:** M0300

**OA:** M1302

**VanOp:** M0300 - 18959

**PA:** M0300

**Est:** M0300 -

**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 |
|---------------------------------|---|----------|
| <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.) | 4        |
| Q1b                             | Consulting with you on your specific moving needs (i.e., dates, special requirements, etc.)   | 5        |
| Q1d                             | Explaining moving charges/pricing (if applicable)   | 4        |
| Q1gn                            | OVERALL rating of Move Consultation and Coordination  | 4        |
| <b><u>MOVE COORDINATION</u></b> |   |          |
| Q2a                             | Keeping you informed and providing timely follow-up throughout your move  | 4        |
| Q2b                             | Availability to assist you during your move   | 4        |
| Q2c                             | Coordinating the details of your move   | 4        |
| <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        |
| <b><u>PACKING SERVICES</u></b>  |   |          |
| Q3a                             | Carefully packing your household items into boxes   | 4        |
| Q3b                             | Treating your residence and belongings with respect   | 4        |
| Q3c                             | Accurately labeling packed boxes with contents and room location  | 4        |
| Q3d                             | OVERALL rating of Packing Crew  | 4        |
| <b><u>LOADING SERVICES</u></b>  |   |          |
| Q4a                             | Explaining the inventory process  | 4        |
| Q4b                             | Protecting your residence during loading (flooring, doorways, etc.)   | 4        |

|     |   |   |
|-----|---|---|
| Q4c | Handling your belongings with care                  | 4 |
| Q4d | Managing an organized and efficient loading process | 4 |
| Q4e | OVERALL rating of Driver and Loading Crew           | 4 |

**DELIVERY SERVICES**

|     |   |   |
|-----|---|---|
| Q5a | Protecting your residence during delivery (flooring, doorways, etc.)          | 4 |
| Q5b | Handling your belongings with care  | 4 |
| Q5c | Providing time and assistance as you check off the receipt of your belongings | 4 |
| Q5d | Correctly reassembling items disassembled by the driver/loading crew          | 4 |
| Q5e | Managing an organized and efficient delivery process                          | 4 |
| Q5f | OVERALL rating of Driver and Delivery Crew                                    | 4 |

**OVERALL MOVE EXPERIENCE**

|    |   |                            |
|----|---|----------------------------|
| Q6 | Considering the entire move experience, how would you rate Mayflower's performance on your recent move? | 4                          |
| Q7 | Would you recommend Mayflower to a friend, relative or associate?                                       | <i>Would<br/>recommend</i> |