

## RETURNED SURVEY

**Critical / Follow-Up Code:** Z - No critical code or follow-up**Survey Returned By:** WEB**Order Number:** M0100-0000090-1**Delivery Date:** 08/18/2011**Customer:** Wike**Contract Number:** GPP1**Contract Name:** Not Applicable**Return Date:** 09/27/2011**Move Type(s):** Point-To-Point**Ship Type:** C**On this move you were the:** BA EST OA HA DA PA**BA:** M0100**Agt Drv:** M0100**DA:** M0100**OA:** M0100**VanOp:** M0100 - 19834**PA:** M0100**Est:** M0100 -**MC:** M0600 - LD0026**Salesperson:** M0100 - RH0077

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.)	4
Q1d	Explaining moving charges/pricing	3
Q1f	OVERALL rating of Move Consultation and Estimating	4
<b><u>ESTIMATING</u></b>		
Q1c	Thoroughly viewing your household for all items to be moved	4
Q1e	Accurately estimating your total moving charges	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	3
Q2d	OVERALL rating of Move Coordination	4
<b><u>LOADING SERVICES</u></b>		
Q4a	Explaining the inventory process	4
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
<b><u>DELIVERY SERVICES</u></b>		
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	5
Q5d	Correctly reassembling items disassembled by the driver/loading crew	N/A
Q5e	Managing an organized and efficient delivery process	5
Q5f	OVERALL rating of Driver and Delivery Crew	5
<b><u>OVERALL MOVE EXPERIENCE</u></b>		
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 recommend</i>

**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.**

*Latoya at the richmond office was very helpful, knowledgeable and friendly. The actual movers (drivers, loaders, and unloaders) were great--friendly and professional. The supervisors were okay--at times, were combative and pushy.*