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Post Move Survey

RESEARCH LIBRARY
Oakland County Libraries

Oakland County Research Library MOVE

Move to Research Library Collection to the Second Floor

Move Dates: 5/24/10, 5/26/10, & 5/27/10



Name of Survey Respondent: **MARIA DANNA, Library Supervisor & Librarian**

Signature of Survey Respondent: *Maria E. Danna*

Today's Date: *05.28.10*

SURVEY QUESTIONS	RESPONSES	
	YES	NO
Did our Certified Moving Consultant visit your office to perform a pre-move survey? This includes him spending time listening to your concerns and answering any of your questions.	<input checked="" type="radio"/>	<input type="radio"/>
If yes, did our Certified Moving Consultant create a move plan that was based on the information that you shared with him during the pre-move survey? This includes your timeline, your list of items to move, and any special requests?	<input checked="" type="radio"/>	<input type="radio"/>
Did you find our Certified Moving Consultant to be friendly, informative, and helpful?	<input checked="" type="radio"/>	<input type="radio"/>
Did Professional Movers.com provide you with boxes, packing materials, labels, and tape?	<input checked="" type="radio"/>	<input type="radio"/>
If yes, were you provided an ample supply of the correct packing materials to successfully complete this job?	<input checked="" type="radio"/>	<input type="radio"/>
Did our Certified Moving Consultant provide a packing demonstration to your office employees? This would include the instruction of how to assemble, load, and label your boxes.	<input checked="" type="radio"/>	<input type="radio"/>

SURVEY QUESTIONS

	POOR	FAIR	GOOD	GREAT
How would you rate the overall service that you received from our Certified Moving Consultant? This includes his ability to help create a successful move plan, his ability to problem solve or trouble shoot any changes or problems, and his responsiveness to any e-mails or phone calls.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
How would you rate your moving teams' punctuality and ability to complete your library relocation within the predetermined timeline?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
How would you rate the moving teams' appearance, attitude, and professionalism?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
How would you rate the use of specialized moving materials such as book-carts and speed packs to move your collection of books?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
How would rate the overall skill of the moving team and their ability to follow the move plan set forth by our Certified Moving Consultant?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
How would you rate the use of care and precaution in handling your belongings throughout the move?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
How would you rate the moving teams' ability to place your book collection in its correct location on the new shelving?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
How would you rate Professional Movers.com in regards to your overall library relocation experience?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Would you recommend Professional Movers.com to other departments, friends, family, co-workers, etc?	YES		NO	
	<input checked="" type="radio"/>		<input type="radio"/>	

Any Additional Comments or Thoughts You Would Like to Share:

Team leaders and crew were exceptionally conscientious and helpful. Asked questions when my clarification was needed. ☺

Looking forward to doing business with PM in June, 2010. - MD