



# Professional Movers.com

The Moving & Delivery Company You Can Depend On!

**Moving • Packing • Storage • Delivery**

1270 Pontiac Trail • Walled Lake, MI 48390

Tel: 248-926-9999 Fax: 248-926-9921

## Post Move Survey

### Lakes Area Chamber of Commerce Move

Move to new location Dates: 3/4/10

Number of Movers: 3 Movers



Name of Survey Respondent:

Jo Alley

Today's Date:

3/10/2010

Signature of Survey Respondent: X

*Jo Alley*

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="checkbox"/>	<input type="checkbox"/>		
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="checkbox"/>	<input type="checkbox"/>		
Did you find our Certified Moving Consultant to be friendly, informative, and helpful?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Did Professional Movers.com provide you with boxes, packing materials, labels, and tape?	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
If yes, were you provided an ample supply of the correct packing materials to successfully complete this job?	<input type="checkbox"/>	<input type="checkbox"/>		
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 type="checkbox"/>	<input checked="" type="checkbox"/>		
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="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

SURVEY QUESTIONS	RESPONSES			
How would you rate your moving teams' punctuality and ability to complete your move within the predetermined timeline?	POOR <input type="radio"/>	FAIR <input type="radio"/>	GOOD <input type="radio"/>	GREAT <input checked="" type="radio"/>
How would you rate the moving teams' appearance, attitude, and professionalism?	POOR <input type="radio"/>	FAIR <input type="radio"/>	GOOD <input type="radio"/>	GREAT <input checked="" type="radio"/>
How would you rate the use of protective materials at origin and destination, such as floor protection, door protection, and use of stretch-wrap and premium pads?	POOR <input type="radio"/>	FAIR <input type="radio"/>	GOOD <input type="radio"/>	GREAT <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?	POOR <input type="radio"/>	FAIR <input type="radio"/>	GOOD <input type="radio"/>	GREAT <input checked="" type="radio"/>
How would you rate the use of care and precaution in handling your belongings throughout the move?	POOR <input type="radio"/>	FAIR <input type="radio"/>	GOOD <input type="radio"/>	GREAT <input checked="" type="radio"/>
How would you rate the moving teams' ability follow the overhead drawings and place your items into their designated locations?	POOR <input type="radio"/>	FAIR <input type="radio"/>	GOOD <input type="radio"/>	GREAT <input checked="" type="radio"/>
Did the moving team disassemble and reassemble your furniture to your requested specifications?	YES <input checked="" type="radio"/>		NO <input type="radio"/>	
If no, did Professional Movers.com respond quickly to make the necessary modifications?	YES <input type="radio"/>		NO <input type="radio"/>	
How would you rate Professional Movers.com in regards to your overall move experience?	POOR <input type="radio"/>	FAIR <input type="radio"/>	GOOD <input type="radio"/>	GREAT <input checked="" type="radio"/>
Would you recommend Professional Movers.com to other departments, friends, family, co-workers, etc?	YES <input checked="" type="radio"/>		NO <input type="radio"/>	
<b>Any Additional Comments or Thoughts You Would Like to Share:</b>				