

Quality Service Questionnaire

HOW DID WE DO?

Please take a moment and let us know how we did.
Your comments really do count at Maritime Moving and Storage



Name: _____

Address: _____

Move Date: _____

Bill #: _____

Please check the most appropriate space

	<i>Exceeded Expectations</i>	Yes	No	N/A
1. Was your Sales Consultant helpful in assisting you plan your move?	_____	_____	_____	_____
2. Was the Sales Consultant's estimate accurate?	_____	_____	_____	_____
3. Were the moving services you required explained in detail?	_____	_____	_____	_____
4. Did the Sales Consultant explain the insurance options to you?	_____	_____	_____	_____
5. Was our Inside Sales Coordinator: courteous, efficient and helpful?	_____	_____	_____	_____
6. If done by our staff, was the packing of cartons to your satisfaction?	_____	_____	_____	_____
7. Were the packers: courteous, efficient and helpful?	_____	_____	_____	_____
8. Did our Moving Crew arrive at the prearranged time?	_____	_____	_____	_____
9. Were all Crew Members in uniform and neat in appearance?	_____	_____	_____	_____
10. Did the Van Foreman introduce himself and the crew?	_____	_____	_____	_____
11. Were floor runners used at both origin and destination addresses?	_____	_____	_____	_____
12. Did the Moving Crew stretch-wrap the upholstered furniture?	_____	_____	_____	_____
13. Were the Moving Crew: courteous, efficient and helpful?	_____	_____	_____	_____
14. Was the setting up and placement of furniture to your satisfaction?	_____	_____	_____	_____
15. Were problems, if any, resolved to your satisfaction?	_____	_____	_____	_____
16. If there is a claim, is it taken care of to your satisfaction? What is the easiest way to contact you?	_____	_____	_____	_____
17. Would you recommend our services?		_____	_____	_____
18. Do you know of anyone moving in future?		_____	_____	_____

Additional comments or suggestions are appreciated

