

# MOVING SURVEY

Thank you for giving Southeastern California Conference Moving the opportunity to provide your relocation services. We hope your experience was positive and that you are comfortable in your new location. In a constant effort to improve our service, we would appreciate a few moments of your time to complete and submit our customer survey. This is designed to be anonymous, but if you wish you may include your name and the drivers name in the comments section

Please rate our services (1-5): 5 being most satisfied - 1 being least satisfied

1. The Moving Coordinator contacted you in a timely manner: \_\_\_
2. Questions and concerns were addressed adequately by the Moving Coordinator: \_\_\_
3. The Moving Coordinator provided information in a timely manner: \_\_\_
4. We were able to accommodate your schedule: \_\_\_
5. The Driver notified you in advance of the arrival time: \_\_\_
6. The Driver arrived at the scheduled time: \_\_\_
7. Communication with the driver: \_\_\_
8. Driver explained loading/unloading process: \_\_\_
9. Driver was courteous and professional throughout the move: \_\_\_
10. Moving crew was courteous and professional: \_\_\_
11. Moving crew exercised care in protecting the furniture and the home: \_\_\_
12. Loading and unloading were done in a timely manner: \_\_\_
13. I (we) were happy with the overall moving experience: \_\_\_

Comments:

Thank you for taking the time to complete this survey.