



We want to know...

In an effort to maintain the highest standard of quality for our customers, we would ask you to take a few moments to fill out this brief survey. Your input will help us better serve our community.

As a valued client of Conlon Moving & Storage, your opinion matters.

1) Your Name: _____

2) Your Moving Consultant: _____

3) Your Move Coordinator: _____

4) How did you hear about Conlon Moving & Storage? (Circle one)

Yellow Pages Internet Friend/Family Post Card

Referred by: _____ Other: _____

5) Did your move occur within agreed dates? YES NO if no, please explain:

6) Did you receive a confirmation call before your move? YES NO

Please rate the following services you received. Circle the number that best represents the service you received.

Scale: 1 = very poor 2 = poor 3 = Fair 4 = Good 5 = Excellent

Consultant:

Information 1 2 3 4 5

Attention to detail 1 2 3 4 5

Met special needs 1 2 3 4 5

Accurate in Price 1 2 3 4 5

Customer Service:

Professional & timely 1 2 3 4 5

Information 1 2 3 4 5

Movers:

Packers 1 2 3 4 5

Loading/unloading 1 2 3 4 5

Unpacking 1 2 3 4 5

Would you request this team again? Yes No

Were they in uniform? Yes No

Professional & courteous? Yes No

Entire Staff:

Overall rating 1 2 3 4 5

7) Would you move with us again? YES NO

8) Please add any comments: _____

9) May we use your comments in future testimonials? YES NO

If yes please initial here _____

This survey is for our local Conlon Moving & Storage Office, to improve the over all quality of service we can provide our customers. You may receive another survey from United Van Lines. We encourage you to fill out both surveys and we thank you for your cooperation.