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Subject: [FWD: CUSTOMER SURVEY for ERIS & HEIDI SCHNIEDER - B/L 244613]
From: walt@movewithmetro.com
Date: Tue, Apr 27, 2010 12:22 pm
To: tom@metro785.com, david@metro785.com

----- Original Message -----

Subject: CUSTOMER SURVEY for ERIS & HEIDI SCHNIEDER - B/L 244613
From: NVL <nvl@nationalvanlines.com>
Date: Tue, April 27, 2010 7:55 am
To: walt@MoveWithMetro.com, tom.mchugh@nationalvanlines.com



As a service provider on this move you are being provided with this submitted customer satisfaction survey.

CUSTOMER SURVEYS	REG #: R208118	B/L #: 244613
Name: ERIS & HEIDI SCHNIEDER		
Address: 74 VIA DESCANSO		
City: MONTEREY State: CA		
Zip: 93940 Phone:		

Please rate the quality of moving services by selecting the number best describing your opinion:
 5 - Excellent 4 - Very Good 3 - Average 2 - Below Average 1 - Unsatisfactory NA - Not Applicable

Pre-Move (Sales) - METRO MOVING & STORAGE Sales Rep: TOM DIEDRICH

1.) My salesperson gave me complete and accurate information regarding the move.	5
2.) The protection coverage (valuation) and options were explained.	5
3.) My salesperson was accessible throughout the move.	5
4.) I was made aware of the span of dates in which my shipment would load and deliver.	5
5.) I received copies of "Your Rights & Responsibilities" and the Dispute Settlement Program.	YES
6.) Overall evaluation of Pre-move (Sales):	5

Pre-Move (Packing)

7.) The packers arrived at the pre-arranged time.	5
8.) The packers were professional and well-prepared.	5
9.) The cartons packed by National Van Lines arrived in good condition.	5
10.) Overall evaluation of Pre-move (Packing):	5

Loading / Driver - EDWARDS ROBERT V.

11.) The driver contacted me the day prior to loading my shipment.	5
12.) The driver arrived at the pre-arranged time.	5
13.) The driver was in uniform and his appearance was satisfactory.	5
14.) The driver was professional and courteous.	5
15.) The driver had sufficient help to load my shipment.	3
16.) The helpers were professional and courteous.	5
17.) The driver's equipment was clean and appearance was satisfactory.	5
18.) Overall evaluation of Loading / Driver:	5

Delivery - EDWARDS ROBERT V.

19.) The driver contacted me at least a day prior to the delivery date.	5
20.) The driver arrived at my residence at the pre-arranged time.	5
21.) My shipment delivered within the delivery span agreed upon with my salesperson.	3
22.) The driver was in uniform and his appearance was satisfactory.	5
23.) The driver was professional and courteous.	5