

Subject: Re: National Van Lines move
From: Scott Kono <scott.kono@gmail.com>
Date: Thu, Jul 01, 2010 7:52 am
To: <tom@movewithmetro.com>

Hello Tom,

We will be down there on 7/12, but just found out we will officially close on the place on 7/16, so if possible to change to 7/17-22, that may be ideal.

Yes, you and your crew have been fantastic. Is there somewhere we can write a letter complimenting the crew, or a website to write a positive review?

Thanks, Scott

On 7/1/10 8:35 AM, " " < >
wrote:

Scott,

From our previous discussion you were looking at delivery between 7/16-22/10. Are these dates good so that we can schedule your shipment to load from our warehouse? We do not want to ship from our warehouse if your closing is not working out.

Please let me know if things are on track.

How did our crew handle your move?

Tom Diedrich
Metro Moving & Storage
Littleton, Co
Agent for National Van Lines
Office 303-798-9313
Cell 303-880-9970

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Subject: [FWD: CUSTOMER SURVEY for SCOTT KONO - B/L 246680]

From: walt@movewithmetro.com

Date: Tue, Sep 21, 2010 11:39 am

To: tom@movewithmetro.com

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

Subject: CUSTOMER SURVEY for SCOTT KONO - B/L 246680

From: NVL < >

Date: Tue, September 21, 2010 9:57 am

To:



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

CUSTOMER SURVEYS

REG #: R211911

B/L #: 246680

Name: SCOTT KONO
Address: 979 PEACHONT COURT
City: DECATUR **State:** GA
Zip: 39901 **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. NA
- 8.) The packers were professional and well-prepared. NA
- 9.) The cartons packed by National Van Lines arrived in good condition. NA
- 10.) Overall evaluation of Pre-move (Packing): NA

Loading / Driver - ELLIS JAMES H.

- 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. 5
- 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 - ELLIS JAMES H.

- 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. 5
- 22.) The driver was in uniform and his appearance was satisfactory. 5
- 23.) The driver was professional and courteous. 5
- 24.) The driver had sufficient help to unload the shipment. 2