

Subject: [FWD: CUSTOMER SURVEY for MARIA GERACI - B/L 245961]

From: tom@movewithmetro.com

Date: Wed, Oct 13, 2010 6:49 am

To: dan@movewithmetro.com

Dan,

Please print this doc. Thanks

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

Subject: [FWD: CUSTOMER SURVEY for MARIA GERACI - B/L 245961]

From: <walt@movewithmetro.com>

Date: Tue, October 12, 2010 2:11 pm

To: tom@movewithmetro.com

Great Job...thanks Tom

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

Subject: CUSTOMER SURVEY for MARIA GERACI - B/L 245961

From: NVL <nvl@nationalvanlines.com>

Date: Tue, October 12, 2010 2:06 pm

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 #: R210674

B/L #: 245961

Name: MARIA GERACI  
Address: 1921 NE 28 CT LIGHTHOUSE POINT  
City: LIGHTHOUSE State: FL  
Zip: 33064 Phone: (303) 354-1646

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 5
- 6.) Overall evaluation of Pre-move (Sales): 5

Pre-Move (Packing)

- 7.) The packers arrived at the pre-arranged time. 4
- 8.) The packers were professional and well-prepared. 4
- 9.) The cartons packed by National Van Lines arrived in good condition. 4
- 10.) Overall evaluation of Pre-move (Packing): 4

Loading / Driver - GALLARDO GARY

- 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