

Customer Service Survey

Thank you for choosing Worldwide Moving Systems for your relocation. Please complete this form & return it in the provided envelope. Thank you!

SHIPPER:	<u>E. Reilly</u>
Services Received:	<u>Interstate Move</u>
MOVING CONSULTANT:	<u>John Cali</u>
Delivery Date:	<u>6/5/2009</u>

Level of Service: (10 being the highest rating)

Was your Moving Consultant... professional? 1 2 3 4 5 6 7 8 9 10
knowledgeable? 1 2 3 4 5 6 7 8 9 10
responsive? 1 2 3 4 5 6 7 8 9 10

Was your crew..... professional? 1 2 3 4 5 6 7 8 9 10
friendly? 1 2 3 4 5 6 7 8 9 10
hardworking? 1 2 3 4 5 6 7 8 9 10

Rate overall service of Worldwide..... 1 2 3 4 5 6 7 8 9 10

Would you refer us in the future?..... YES NO

Areas for improvement? _____

Comments: Jeff and John were both very gracious
when answering my many many questions

Estimate Accuracy:

Charges
Estimated: \$1,893.48
Actual: \$1,893.48

Local Moves
Estimated Hours:
Actual Hours:

Interstate Moves
Estimated Weight: 5299
Actual Weight: binding



800-333-5303

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SHIPPER:	<u>Scheinreif</u>
Services Received:	<u>Interstate Move</u>
MOVING CONSULTANT:	<u>Jeff Rockenbaugh</u>
Delivery Date:	<u>5/17/2009</u>

Level of Service: (10 being the highest rating)

Was your Moving Consultant... professional? 1 2 3 4 5 6 7 8 9 10
 knowledgeable? 1 2 3 4 5 6 7 8 9 10
 responsive? 1 2 3 4 5 6 7 8 9 10

Was your crew..... professional? 1 2 3 4 5 6 7 8 9 10
 friendly? 1 2 3 4 5 6 7 8 9 10
 hardworking? 1 2 3 4 5 6 7 8 9 10

Rate overall service of Worldwide..... 1 2 3 4 5 6 7 8 9 10

Would you refer us in the future?..... YES NO

Areas for improvement? N/A

Comments: THANK YOU. YOUR PERSONNEL ON THE JOB WERE TOTALLY PROFESSIONAL & ENJOYABLE TO WORK WITH.

Thank you

Estimate Accuracy:

<u>Charges</u>		<u>Local Moves</u>		<u>Interstate Moves</u>	
Estimated:	\$2,226.18	Estimated Hours:	n/a	Estimated Weight:	7000
Actual:	binding	Actual Hours:	n/a	Actual Weight:	binding



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Post-Move Customer Service Survey

Thank you for choosing Worldwide Moving Systems for your relocation. Please complete this form & return it in the provided envelope. Thank you!

SHIPPER:	<u>Nick Lewis (Raley Watts O'Neill)</u>
Services Received:	<u>Office move</u>
MOVING CONSULTANT:	<u>John Cali</u>
Delivery Date:	<u>2/28/2009</u>

Level of Service: (10 being the highest rating)

Was your Moving Consultant... professional? 1 2 3 4 5 6 7 8 9 10
 knowledgeable? 1 2 3 4 5 6 7 8 9 10
 responsive? 1 2 3 4 5 6 7 8 9 10

Was your crew..... professional? 1 2 3 4 5 6 7 8 9 10
 friendly? 1 2 3 4 5 6 7 8 9 10
 hardworking? 1 2 3 4 5 6 7 8 9 10

Rate overall service of Worldwide..... 1 2 3 4 5 6 7 8 9 10

Would you refer us in the future?..... YES NO

Areas for improvement? _____

Comments: Thanks For your Help. J.L.

Estimate Accuracy:

<u>Charges</u>		<u>Local Moves</u>		<u>Interstate Moves</u>	
Estimated:	\$1,496.00	Estimated Hours:	8.5	Estimated Weight:	n/a
Actual:	\$1,056.00	Actual Hours:	6	Actual Weight:	n/a



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