

## AAA Moving and Storage “How did we do?”

Using a scale of 10 to 1 where 10 is excellent and 1 is poor, please rate the following attributes. Please circle “N/A” if a question does not apply to your move.

### SALES AND MOVE COORDINATORS:

Sales and consultation:

How would you rate AAA Moving and Storage when you called to arrange your move on...

	Excellent										Poor										N/A
(a) consultation on moving needs	10	9	8	7	6	5	4	3	2	1	10	9	8	7	6	5	4	3	2	1	N/A
(b) performing moving services as promised	10	9	8	7	6	5	4	3	2	1	10	9	8	7	6	5	4	3	2	1	N/A
(c) explanation of moving services available	10	9	8	7	6	5	4	3	2	1	10	9	8	7	6	5	4	3	2	1	N/A
(d) explanation of valuation coverage	10	9	8	7	6	5	4	3	2	1	10	9	8	7	6	5	4	3	2	1	N/A
(e) explanation of the high-value inventory process	10	9	8	7	6	5	4	3	2	1	10	9	8	7	6	5	4	3	2	1	N/A
(f) explanation of moving charges	10	9	8	7	6	5	4	3	2	1	10	9	8	7	6	5	4	3	2	1	N/A
(g) <b>OVERALL rating of Sales and Consultation</b>	10	9	8	7	6	5	4	3	2	1	10	9	8	7	6	5	4	3	2	1	N/A

**Move Coordinator:** The AAA Moving and Storage representative who consistently communicated with you over the phone to manage the details of your entire move, including explanations as well as tracking the progress of your move.

How would you rate the AAA Move Coordinator on...

	Excellent										Poor										N/A
(h) availability	10	9	8	7	6	5	4	3	2	1	10	9	8	7	6	5	4	3	2	1	N/A
(i) returning your phone calls in a timely manner	10	9	8	7	6	5	4	3	2	1	10	9	8	7	6	5	4	3	2	1	N/A
(j) attitude	10	9	8	7	6	5	4	3	2	1	10	9	8	7	6	5	4	3	2	1	N/A
(k) providing helpful information for your move	10	9	8	7	6	5	4	3	2	1	10	9	8	7	6	5	4	3	2	1	N/A
(l) managing the details of your move	10	9	8	7	6	5	4	3	2	1	10	9	8	7	6	5	4	3	2	1	N/A
(m) keeping you informed throughout the entire move	10	9	8	7	6	5	4	3	2	1	10	9	8	7	6	5	4	3	2	1	N/A
(n) <b>OVERALL rating of Move Coordinator</b>	10	9	8	7	6	5	4	3	2	1	10	9	8	7	6	5	4	3	2	1	N/A

Salesperson/Estimator:

How would you rate the AAA Moving and Storage Salesperson/Estimator on...

	Excellent										Poor										N/A
(o) appearance	10	9	8	7	6	5	4	3	2	1	10	9	8	7	6	5	4	3	2	1	N/A
(p) attitude	10	9	8	7	6	5	4	3	2	1	10	9	8	7	6	5	4	3	2	1	N/A
(q) providing helpful information for your move	10	9	8	7	6	5	4	3	2	1	10	9	8	7	6	5	4	3	2	1	N/A
(r) Carefully examining all of your items to be moved during the in-home visit	10	9	8	7	6	5	4	3	2	1	10	9	8	7	6	5	4	3	2	1	N/A
(s) accurately estimating your total moving charges	10	9	8	7	6	5	4	3	2	1	10	9	8	7	6	5	4	3	2	1	N/A
(t) <b>OVERALL rating of Sales/person/Estimator</b>	10	9	8	7	6	5	4	3	2	1	10	9	8	7	6	5	4	3	2	1	N/A

**Packing/Moving Crews**

**Packing Crew:** AAA Moving and Storage crew who packed your household items into boxes

How would you rate your Packing Crew on...

	Excellent								Poor	N/A	
(a) arriving on time for packing	10	9	8	7	6	5	4	3	2	1	N/A
(b) appearance	10	9	8	7	6	5	4	3	2	1	N/A
(c) attitude	10	9	8	7	6	5	4	3	2	1	N/A
(d) carefully packing your household items for protection	10	9	8	7	6	5	4	3	2	1	N/A
(e) accurately labeling contents of boxes	10	9	8	7	6	5	4	3	2	1	N/A
(f) <b>OVERALL rating of Packing Crew</b>	10	9	8	7	6	5	4	3	2	1	N/A

**Loading/Moving Crew:** AAA Moving and Storage crew that loaded and delivered your belongings.

How would you rate the AAA Moving and Storage Moving Crew on...

	Excellent								Poor	N/A	
(g) arriving on time	10	9	8	7	6	5	4	3	2	1	N/A
(h) appearance	10	9	8	7	6	5	4	3	2	1	N/A
(i) attitude	10	9	8	7	6	5	4	3	2	1	N/A
(j) protecting your residence	10	9	8	7	6	5	4	3	2	1	N/A
(k) wrapping furniture in your home	10	9	8	7	6	5	4	3	2	1	N/A
(l) handling your belongings with care	10	9	8	7	6	5	4	3	2	1	N/A
(m) loading the truck within the expected amount of time	10	9	8	7	6	5	4	3	2	1	N/A
(n) <b>OVERALL rating of Moving Crew</b>	10	9	8	7	6	5	4	3	2	1	N/A

**Were the following personnel in uniform?**

(a) packing crew	yes	no	don't remember	N/A
(b) moving crew	yes	no	don't remember	N/A

**Considering the entire move experience, how would you rate AAA Moving and Storage's overall performance on your recent move?**

Excellent                  Poor  
 10 9 8 7 6 5 4 3 2 1

**Is there anything that AAA Moving and Storage could have done to improve the service you received during your recent move?-**

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**Would you recommend AAA Moving and Storage to a friend, relative or associate?**

- Definitely would recommend AAA Moving and Storage.....()
- Probably would recommend AAA Moving and Storage... ..()
- Might or Might not recommend AAA Moving and Storage.....()
- Probably would not recommend AAA Moving and Storage... ..()
- Definitely would not recommend AAA Moving and Storage.....()

**What other companies did you contact to give you an estimate for your move?**

\_\_\_\_\_

**Is there someone specifically whom you think should be recognized for their performance? If so, please indicate their name and what they did to deserve special recognition.**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Customer Name**\_\_\_\_\_ **Move Date**\_\_\_\_\_