

Customer Move Survey



**TWO MEN
AND A
TRUCK®**

“Movers Who Care.™”

Move Sheet Number: 70 _____ Customer Name: _____

Date: _____

Dear Valued Customer:

Thank you for selecting **TWO MEN AND A TRUCK®** for your moving and packing needs. Exceeding our customers' expectations is our Mission, and we want to know if you are satisfied with the services you received.

By filling out the survey below and returning it in the prepaid envelope, you will be entered into a draw for a \$100 home improvement gift certificate! Your feedback is invaluable to us as we strive to continuously improve every customer experience. We appreciate your business and look forward to serving your future moving needs!

Please rate our services:

	Needs Improvement	Met Expectations	Exceeded Expectations
Office staff's explanation of our services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Office staff's courtesy and helpfulness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mover's courtesy and attitude	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mover's care of my belongings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mover's uniform and appearance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mover's punctuality in arriving on time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, TWO MEN AND A TRUCK® 's service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Would you use **TWO MEN AND A TRUCK®** again? Yes No

Would you refer others to **TWO MEN AND A TRUCK®**? Yes No

How did you hear about **TWO MEN AND A TRUCK®**? (check all that apply)

- | | | |
|---|---------------------------------------|--|
| <input type="radio"/> I Saw Your Truck | <input type="radio"/> Mailer/Brochure | <input type="radio"/> Friend/Relative/Coworker |
| <input type="radio"/> Storage Unit | <input type="radio"/> Lawn Sign | <input type="radio"/> Yellow Pages/Directory |
| <input type="radio"/> Newspaper/Magazine | <input type="radio"/> Internet | <input type="radio"/> Real Estate Agent |
| <input type="radio"/> Used Service Before | <input type="radio"/> Radio | <input type="radio"/> Apartment Manager |
| <input type="radio"/> Trade Show | <input type="radio"/> TV | <input type="radio"/> Community Involvement |
| <input type="radio"/> Home Relocation Guide | <input type="radio"/> Other: | |

What is the primary reason you selected **TWO MEN AND A TRUCK®**?

- | | | |
|--|--|------------------------------------|
| <input type="radio"/> Services Explanation | <input type="radio"/> Customer Service | <input type="radio"/> Reputation |
| <input type="radio"/> Trusted Referral | <input type="radio"/> Price | <input type="radio"/> Availability |
| <input type="radio"/> Local Company | <input type="radio"/> Other: | |

Comments/Suggestions: _____
