

Olsen Brothers, Inc.
Agent for Mayflower Transit, LLC.

Quality Survey

Please rate the quality services you received from us by circling the number from (5-Excellent to 1-Unsatisfactory) which best describes your opinion. Leave blank if not applicable.

Salesperson or Estimator

Appearance (5) 4 3 2 1
Attitude-Courtesy (5) 4 3 2 1
Skill (5) 4 3 2 1

Packers (carton packing service)

Appearance 5 4 3 2 1
Attitude-Courtesy 5 4 3 2 1
Skill 5 4 3 2 1

Driver

Appearance 5 (4) 3 2 1
Attitude-Courtesy (5) 4 3 2 1
Skill (5) 4 3 2 1

Driver's Helper(s)

Appearance 5 4 3 2 1
Attitude-Courtesy (5) 4 3 2 1
Skill (5) 4 3 2 1

Did the sales rep explain all phases of your move and answer all your questions? Yes No ___

Were you satisfied with the accuracy of our estimate? Yes No ___

Were the Customer Service personnel helpful and courteous? Yes No ___

Did the driver complete your move satisfactorily, arranging furniture, setting up beds, etc.? Yes No ___

COMMENTS/SUGGESTIONS:

~~A BETTER GROUP OF MEN WE COULD NOT HAVE ASKED FOR A WELL OILED TEAM,~~

Move Date: 02/11/2009 They were not just professional, but fun.

Did the crew leave behind any equipment? Yes ___ No

(If yes) What items?

Did our Customer Service Department contact you or attempt to contact you the day before your move to confirm the time schedules and answer any last minute questions? Yes No ___

Were schedules met as agreed upon? If changed unavoidably, were you notified? Yes No ___

Would you use Olsen Bros. Mayflower on your future moves? Yes No ___

Would you allow us to use you as a reference? Yes No ___

*Welcome to your new home!
Thank you for allowing Olsen Brothers, Inc. to be of service.*

Contract Number: 3596
Salesperson: Steven DiBasilio
Crew: Don Ross

Customer: Lester & Maggie Worcester
Was shipment in storage? or N
Origin City: Roselle, IL 60172 **ONE NIGHT**

Dest. Address: 218 Sanctuary Pl
City/Zip: Rockton, IL 61072

Phone #: 1-815-624-4037

Email Address: Saylav41@yahoo.com
*Email address will only be used for our quarterly Newsletter.

They made a stressful situation enjoyable!!

v Ross 2/15/09
Blair
Dick
Pam
copies Steve
Don