



**Origin Data**

**Client's name:** \_\_\_\_\_ **File number:** \_\_\_\_\_

In a continuing effort to maintain a high level of service to our customers, may we take this opportunity to solicit your comments. This brief questionnaire allows us to monitor and assess our performance of service to our customers.

**How were our services performed? (\*delete as applicable)**

Did our team...

- a) Arrive at a satisfactory time? **Yes / No \***
- b) arrive with the necessary packing materials? **Yes / No \***
- c) make full use of the time they spent at your residence? **Yes / No \***
- d) were they co – operative and courteous throughout? **Yes / No \***
- e) were you given correct details by us regarding your move? **Yes / No \***
- f) are there any other details relevant to your move that you feel we could have improved upon? If so please elaborate below:

**How would you rate:**

a) Packing materials used?

**Excellent**  **Good**  **Fair**  **Poor**

b) The standard of our packing?

**Excellent**  **Good**  **Fair**  **Poor**

Would you be happy to recommend DELAHAYE MOVING to your colleagues, friends or family?

**Yes**  **No**

**Additional Comments**

**Time arrived:** \_\_\_\_\_ **Time departed:** \_\_\_\_\_

**Signed:**  **Date:**

*We thank you very much for taking the time to complete this survey*