



Your Evaluation Means A Lot...

Dear Customer,

For each completed evaluation, Humboldt makes a contribution to a regional charity such as the Boston Food Bank, Genesis Fund and Children's Hospital. Additionally, we reward our top performing employees.

Please take a moment to fill out this brief form and return it to us in the enclosed postage paid envelope.

Thank you for your time and thoughts,

Jim Sullivan, General Manager

Your Name _____ Order # (if you have it) _____

Your customer service representative _____

How did you hear about Humboldt Storage and Moving? (circle one) Yellow Pages Internet A friend Rec'd Letter

Referred to by _____ Other _____

2. Did your move occur within the agreed dates? Yes No If no, please explain:

3. Did you receive a confirmation call before your move? Yes No

4. Did you receive a courtesy call after the move? Yes No

Please rate the following services you received. Circle the number that best represents your feeling according to the following scale:

SCALE: 1 - Very Poor 2 - Poor 3 - Fair 4 - Good 5 - Excellent

5. Salesperson:

Information 1 2 3 4 5

Attention to detail 1 2 3 4 5

Met special needs 1 2 3 4 5

Accurate in pricing 1 2 3 4 5

Customer service:

Accessibility & timely in response 1 2 3 4 5

Information 1 2 3 4 5

Movers:

Packing 1 2 3 4 5

Loading & unloading 1 2 3 4 5

Unpacking & other services 1 2 3 4 5

Would you request this team again? Yes No

Did the crew introduce themselves? Yes No

Was the crew in uniform? Yes No

Entire staff:

Overall rating 1 2 3 4 5

6. Where there any damages incurred? Yes No If yes, please explain: _____

7. Would you move with us again? Yes No

8. Please provide us with any additional comments that you have: _____

9. May we use your comments in future testimonials? Yes No If yes, please initial here _____