

# HAVE WE **EXCEEDED** YOUR EXPECTATIONS?



Our objective is to provide the highest level of overall service to each and every customer and **EXCEED YOUR EXPECTATIONS**. It is vitally important to us that we do everything possible, from customer service to the packers, loaders and delivery crew, to make your relocation a smooth transition. Your thoughts and comments are extremely important to us so we may monitor and measure the quality of service that we provide our clients. We would appreciate your time in completing this questionnaire for us.

Sincerely,

Stephen F. Dozois  
Managing Director

Client: \_\_\_\_\_ Order: \_\_\_\_\_  
 Origin: \_\_\_\_\_ Account: \_\_\_\_\_  
 Dest: \_\_\_\_\_ Email: \_\_\_\_\_  
 Load Date: \_\_\_\_\_ Phone: \_\_\_\_\_  
 Del. Date: \_\_\_\_\_

Humboldt Move Coordinator: \_\_\_\_\_  
 Origin Agent: \_\_\_\_\_ Dest. Agent \_\_\_\_\_

Please rate the following:	Exceeded Expectations	Met Expectations	Did not meet Expectations
Your Humboldt Move Coordinator	_____	_____	_____
Pre-move surveyor/sales representative	_____	_____	_____
Relocation package/booklets provided	_____	_____	_____
Origin agent packing/loading crew	_____	_____	_____
Destination agent delivery crew	_____	_____	_____
Overall service received	_____	_____	_____

	<b>Yes</b>	<b>No</b>
Did the overall management of your move by Humboldt assist in making your transition as smooth as possible?	_____	_____
Would you use and recommend Humboldt International in the future?	_____	_____

Your comments and suggestions are always appreciated: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Signature \_\_\_\_\_