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CUSTOMER SATISFACTION SURVEY

We are 100% committed to a high level of service quality. We value and encourage our customer's input, and would like to learn about ways we may better service you in the future.

Thank you in advance for your willingness to help us accomplish this goal!

Date: _____

Date of Move: _____

Origin City: _____ Destination City: _____

Name: _____ Telephone (Optional): _____

E-Mail (Optional): _____

Please indicate your degree of satisfaction below, where:

5 = Excellent 4 = Above Average 3 = Average 2 = Less Than Average 1 = Unacceptable

	RATING	COMMENTS / SUGGESTIONS
TECHNOLOGY: Did you find our website informative and easy to use?		
RESPONSIVENESS: How do you rate our communication with you throughout your move?		
PROFESSIONALISM: How do you rate our professionalism in dealing with you?		
ORIGIN: Was our packing crew at origin courteous and on time?		
ORIGIN: Did our packing crew at origin carefully and securely handle your goods?		
DELIVERY: How do you rate our delivery performance?		

COMPETITIVENESS: How do you rate the competitiveness of our service and our pricing to others?		
OVERALL: How do you rate your experience with Dewitt Companies?		
OVERALL: Would you choose Dewitt Companies for your next relocation?		
Do you have any comments or suggestions that would help us improve our quality of customer service?		

Would You Like a Response to Your Comments? YES NO

Thank you so much again for taking the time to complete our customer satisfaction survey. Should you need any further assistance in the future, as always, please do not hesitate to contact us directly. We would certainly welcome the opportunity to assist you again!