

Cross Town Movers & Storage

Proud to be an agent for

Bekins Worldwide Van Lines & Penske Truck Rental

4240 25th Ave. NE, Salem Oregon 97301, 503-581-6683, fax 503-581-6924

www.crosstownmover.net

Customer Survey

Customer Name: _____ Move Date: _____

Cross Town Staff Members Names (if you remember): _____

At Cross Town Movers, we are constantly striving to improve our service. We highly value your opinion and would greatly appreciate your honest feedback. Included is a self addressed stamped envelope back to our facility. We have also included a page of coupons that you can pass along to a friend or family member who may be moving in the near future. Thank you for taking the time to let us know how we're doing and we wish you luck in your new residence!

How were you referred to Cross Town Movers: _____

During your initial contacts with the company prior to the move, do you feel that you were well informed about the service? (circle one) 1 2 3 4 5 6 7 8 9 10

How would you grade the level of service by our sales representative(s)?
(circle one) 1 2 3 4 5 6 7 8 9 10

Do you feel that the moving crew performed the same service reflected or indicated by our advertising and/or our sales representatives? (choose one) Yes No Maybe

If no or maybe, please explain: _____

Did the moving crew arrive on time as scheduled? (choose one) Yes No

How would you grade the appearance and overall attitude of your moving crew?
(circle one) 1 2 3 4 5 6 7 8 9 10

How would you grade the experience level and performance of your moving crew?
(circle one) 1 2 3 4 5 6 7 8 9 10

7) Did the moving crew accomplish everything that you requested? (choose one) Yes No
If not, please explain: _____

8) Did the crew offer to dis-assemble and re-assemble items and also place boxes and furniture items in their correct places? (choose one) Yes No

If not, please explain: _____

10) Would you use our services again in the future and/or recommend our services to your friends and family? (choose one) Yes No Maybe

General comments: _____
