



**Magnum**  
**Moving & Storage**

### Client Satisfaction Survey

Thank you for your recent patronage. As one articulate mover has conveyed, "We are in the business of helping to move people's lives." Your trust has been important to our work.

Please take a few moments to help us understand and improve the quality of the service we provide.

On behalf of everyone here at Magnum Moving & Storage, I thank you in advance, for your time and thoughts.

Please rate our performance.

1(unacceptable); 2 (poor); 3 (satisfactory); 4 (good); 5 (excellent)

- Q: When you first called Magnum, how was your call handled? \_\_\_\_\_
- Q: Was the receptionist helpful in either answering or directing your question(s)? \_\_\_\_\_
- Q: Did the moving consultant arrive to meet you on time? \_\_\_\_\_
- Q: How well were our services explained? \_\_\_\_\_
- Q: On moving day, did the movers arrive on time? \_\_\_\_\_
- Q: Were the movers professional? \_\_\_\_\_
- Q: Were the movers considerate of your home and your belongings? \_\_\_\_\_
- Q: How would you rate our packing services? \_\_\_\_\_
- Q: How would you rate the Magnum moving truck? \_\_\_\_\_
- Q: How would you rate your move overall? \_\_\_\_\_
- Q: Would you recommend our services to others? \_\_\_\_\_

Additional comments: