



Paramount Transportation Systems
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CUSTOMER SATISFACTION SURVEY

Please take a few minutes to complete this brief evaluation of your recent service.
 Return to our office via email or fax. We appreciate your time and value your opinion.

ORIGIN SERVICE	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED
1. Did the surveyor arrive on time?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Did the packing crew start and finish in a timely manner?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Were your belongings packed and loaded in a careful, professional manner?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Was each carton marked with general contents description?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Were you allowed to verify the accuracy of your packing inventory?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DESTINATION SERVICE	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED
1. Were your belongings unloaded and un-packed in a careful, professional manner?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Were you allowed to check off the inventory during delivery?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. If unpacking was authorized, was debris removed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Did the destination crew start and finish in a timely manner?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Was the destination crew helpful and courteous?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OVERALL SERVICE	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED
1. Did your relocation manager keep you updated on the move process and what to expect at all times?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Were relocation managers polite, understanding and sensitive to your needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Were relocation managers available and accessible throughout your move?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Did your relocation manager resolve all problems and address any concerns?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Would you recommend our service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMMENTS

TRANSFEREE _____ REFERENCE NUMBER _____ DATE _____