



## POST SERVICE REPORT

### World Headquarters

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AUSTRALIA

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### CONTACT INFORMATION

Client Name: \_\_\_\_\_

Employer/Company (if applicable): \_\_\_\_\_

Origin City: \_\_\_\_\_

Destination Agent: \_\_\_\_\_

Moving Company Name: \_\_\_\_\_

Delivery Company Name: \_\_\_\_\_

Our Reference: \_\_\_\_\_

Today's Date: \_\_\_\_\_

Move Date: \_\_\_\_\_

### AT ORIGIN

Were you satisfied with the service received by the moving consultant and customer service people?  Yes  No

Was the packing/handling and transportation completed on schedule and to your satisfaction?  Yes  No

How do you rate this service overall?

- Excellent
- Very Good
- Good
- Fair
- Poor
- Very Poor

Comments: \_\_\_\_\_

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## AT DESTINATION

Were you satisfied with the service received at the destination?

- Yes  
 No

Were you satisfied with the service provided by the customer service staff?

- Yes  
 No

Were you satisfied with the service provided by the delivery crew?

- Yes  
 No

How do you rate this service overall?

- Excellent  
 Very Good  
 Good  
 Fair  
 Poor  
 Very Poor

Did your goods arrive in good condition?

- Yes  
 No

Do you intend to file a claim for damage and/or loss??

- Yes  
 No

If yes, please provide details \_\_\_\_\_

Comments \_\_\_\_\_

## GENERAL COMMENT

May we please have your comments and suggestions about our service? Is there any part of this process that you believe we could improve or do better? Are there any services we could have offered to assist you that may be of benefit to your future customers?

Overall, how do you rate our services?

- Excellent  
 Very Good  
 Good  
 Fair  
 Poor  
 Very Poor

How long do you expect to stay in your new home? \_\_\_\_\_

Would you use Move Management Australia for your next move and recommend us to others?

- Yes  
 No

Thank you for completing our post service report.

Signature: \_\_\_\_\_ Name: \_\_\_\_\_ Date: \_\_\_\_\_