



POST SERVICE REPORT

World Headquarters

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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: _____

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: _____