



Customer Feedback Scores December 2014 YTD

Source: Olympia Moving Follow-Up Survey

All scores are based on percentage of satisfied clients

(% of clients who rated us as 1=Excellent or 2=Good on a 4-point scale)

Note: any unsatisfied clients were immediately contacted by customer service for resolution.

SUMMARY	Dec 2014 YTD
Salesman	
Was professional and courteous	99%
Understood my needs and the unique aspects of my move	97%
Provided timely communication	94%
Gave an accurate estimate of costs	92%
Overall, how would you rate your Olympia Sales Representative?	97%
Coordinator	
Was professional and courteous	97%
Provided timely communication	94%
Helped me understand the relocation process	93%
Effectively coordinated all necessary moving services	93%
Overall, how would you rate the Olympia Office Coordination Staff?	94%
Crew - Local Moves	
Was professional and courteous	98%
Effectively communicated with me on moving day	96%
Worked diligently and efficiently	98%
Handled my move carefully and respectfully	98%
Properly protected my furniture	97%
Properly protected my home	97%
Overall, how would you rate Olympia's Moving Crew?	97%
Crew - Interstate Moves	
My driver effectively communicated with me	89%
The crew at origin was professional and courteous	95%
The crew at origin worked diligently and efficiently	94%
The crew at origin handled my move carefully and respectfully	93%
The crew at destination was professional and courteous	94%
The crew at destination worked diligently and efficiently	95%
The crew at destination handled my move carefully and respectfully	91%
Overall, how would you rate your Moving Crew?	88%
Overall	
Would you use Olympia for your next move or recommend us to your family and friends?	93%