



**Customer Feedback Scores  
December 2015 YTD**

Source: Olympia Moving Follow-Up Survey  
 All scores are based on percentage of satisfied clients  
 (% of clients who rated us as 5=Excellent or 4=Good on a 5-point scale)

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

<b>SUMMARY</b>	<b>Dec 2015 YTD</b>	<b>Nov 2015 YTD</b>
<b>Salesman</b>		
Was professional and courteous	98%	98%
Understood my needs and the unique aspects of my move	96%	96%
Provided timely communication	95%	95%
Gave an accurate estimate of costs	87%	87%
Overall, how would you rate your Olympia Sales Representative?	94%	94%
<b>Coordinator</b>		
Was professional and courteous	97%	97%
Provided timely communication	93%	93%
Helped me understand the relocation process	93%	93%
Effectively coordinated all necessary moving services	93%	93%
Overall, how would you rate the Olympia Office Coordination Staff?	94%	94%
<b>Crew</b>		
Was professional and courteous	97%	97%
Effectively communicated with me on moving day	96%	96%
Worked diligently and efficiently	96%	96%
Handled my move carefully and respectfully	95%	96%
Properly protected my furniture	95%	95%
Properly protected my home	96%	96%
Overall, how would you rate Olympia's Moving Crew?	95%	96%
<b>Overall</b>		
If you moved again, would you hire us for your next relocation?	<b>94%</b>	<b>94%</b>
On a scale of 0 to 10, how likely are you to recommend us? (0 being "not at all likely" and 10 being "extremely likely")	9.34	9.37

<b>SUMMARY</b>	<b>Oct 2015 YTD</b>	<b>Sep 2015 YTD</b>
<b>Salesman</b>		
Was professional and courteous	98%	99%
Understood my needs and the unique aspects of my move	95%	95%
Provided timely communication	95%	95%
Gave an accurate estimate of costs	87%	87%
Overall, how would you rate your Olympia Sales Representative?	94%	94%
<b>Coordinator</b>		
Was professional and courteous	97%	97%
Provided timely communication	93%	93%
Helped me understand the relocation process	92%	92%
Effectively coordinated all necessary moving services	93%	93%
Overall, how would you rate the Olympia Office Coordination Staff?	94%	94%
<b>Crew</b>		
Was professional and courteous	97%	98%
Effectively communicated with me on moving day	96%	96%
Worked diligently and efficiently	96%	96%
Handled my move carefully and respectfully	96%	96%
Properly protected my furniture	96%	96%
Properly protected my home	96%	96%
Overall, how would you rate Olympia's Moving Crew?	96%	96%
<b>Overall</b>		
If you moved again, would you hire us for your next relocation?	<b>94%</b>	<b>94%</b>
On a scale of 0 to 10, how likely are you to recommend us? (0 being "not at all likely" and 10 being "extremely likely")	9.37	9.34

<b>SUMMARY</b>	<b>Aug 2015 YTD</b>	<b>July 2015 YTD</b>
<b>Salesman</b>		
Was professional and courteous	99%	100%
Understood my needs and the unique aspects of my move	95%	95%
Provided timely communication	95%	95%
Gave an accurate estimate of costs	87%	85%
Overall, how would you rate your Olympia Sales Representative?	94%	93%
<b>Coordinator</b>		
Was professional and courteous	97%	97%
Provided timely communication	94%	93%
Helped me understand the relocation process	92%	92%
Effectively coordinated all necessary moving services	93%	94%
Overall, how would you rate the Olympia Office Coordination Staff?	95%	95%
<b>Crew</b>		
Was professional and courteous	98%	99%
Effectively communicated with me on moving day	97%	98%
Worked diligently and efficiently	96%	97%
Handled my move carefully and respectfully	96%	97%
Properly protected my furniture	95%	95%
Properly protected my home	96%	96%
Overall, how would you rate Olympia's Moving Crew?	96%	96%
<b>Overall</b>		
If you moved again, would you hire us for your next relocation?	<b>94%</b>	<b>94%</b>
On a scale of 0 to 10, how likely are you to recommend us? (0 being "not at all likely" and 10 being "extremely likely")	9.33	9.38

<b>SUMMARY</b>	<b>June 2015 YTD</b>	<b>May 2015 YTD</b>
<b>Salesman</b>		
Was professional and courteous	99%	99%
Understood my needs and the unique aspects of my move	96%	95%
Provided timely communication	96%	95%
Gave an accurate estimate of costs	86%	88%
Overall, how would you rate your Olympia Sales Representative?	94%	93%
<b>Coordinator</b>		
Was professional and courteous	97%	98%
Provided timely communication	93%	94%
Helped me understand the relocation process	94%	94%
Effectively coordinated all necessary moving services	95%	95%
Overall, how would you rate the Olympia Office Coordination Staff?	95%	96%
<b>Crew</b>		
Was professional and courteous	98%	98%
Effectively communicated with me on moving day	98%	97%
Worked diligently and efficiently	98%	97%
Handled my move carefully and respectfully	98%	98%
Properly protected my furniture	96%	97%
Properly protected my home	96%	96%
Overall, how would you rate Olympia's Moving Crew?	96%	96%
<b>Overall</b>		
If you moved again, would you hire us for your next relocation?	<b>94%</b>	<b>92%</b>
On a scale of 0 to 10, how likely are you to recommend us? (0 being "not at all likely" and 10 being "extremely likely")	9.44	9.33

<b>SUMMARY</b>	<b>Apr 2015 YTD</b>	<b>Mar 2015 YTD</b>
<b>Salesman</b>		
Was professional and courteous	98%	98%
Understood my needs and the unique aspects of my move	94%	94%
Provided timely communication	96%	97%
Gave an accurate estimate of costs	85%	92%
Overall, how would you rate your Olympia Sales Representative?	91%	93%
<b>Coordinator</b>		
Was professional and courteous	98%	98%
Provided timely communication	94%	95%
Helped me understand the relocation process	94%	92%
Effectively coordinated all necessary moving services	94%	93%
Overall, how would you rate the Olympia Office Coordination Staff?	96%	95%
<b>Crew</b>		
Was professional and courteous	96%	94%
Effectively communicated with me on moving day	94%	91%
Worked diligently and efficiently	94%	91%
Handled my move carefully and respectfully	96%	94%
Properly protected my furniture	96%	94%
Properly protected my home	94%	94%
Overall, how would you rate Olympia's Moving Crew?	94%	91%
<b>Overall</b>		
If you moved again, would you hire us for your next relocation?	<b>89%</b>	<b>90%</b>
On a scale of 0 to 10, how likely are you to recommend us? (0 being "not at all likely" and 10 being "extremely likely")	9.21	9.03

<b>SUMMARY</b>	<b>Feb 2015 YTD</b>	<b>Jan 2015 YTD</b>
<b>Salesman</b>		
Was professional and courteous	96%	100%
Understood my needs and the unique aspects of my move	89%	100%
Provided timely communication	96%	100%
Gave an accurate estimate of costs	89%	100%
Overall, how would you rate your Olympia Sales Representative?	93%	100%
<b>Coordinator</b>		
Was professional and courteous	96%	100%
Provided timely communication	93%	100%
Helped me understand the relocation process	86%	89%
Effectively coordinated all necessary moving services	89%	89%
Overall, how would you rate the Olympia Office Coordination Staff?	93%	100%
<b>Crew</b>		
Was professional and courteous	94%	100%
Effectively communicated with me on moving day	94%	100%
Worked diligently and efficiently	81%	100%
Handled my move carefully and respectfully	94%	100%
Properly protected my furniture	94%	100%
Properly protected my home	94%	100%
Overall, how would you rate Olympia's Moving Crew?	94%	100%
<b>Overall</b>		
If you moved again, would you hire us for your next relocation?	<b>86%</b>	<b>89%</b>
On a scale of 0 to 10, how likely are you to recommend us? (0 being "not at all likely" and 10 being "extremely likely")	8.44	9.63