



**Customer Feedback Scores
May 2018 YTD**

Source: Olympia Moving Feedback 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)
 Sample size: 220

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

SUMMARY	May 2018 YTD
Salesman	
Was professional and courteous	98%
Understood my needs and the unique aspects of my move	99%
Provided timely communication	95%
Gave an accurate estimate of costs	91%
Overall, how would you rate your Olympia Sales Representative?	97%
Coordinator	
Was professional and courteous	98%
Provided timely communication	97%
Helped me understand the relocation process	98%
Effectively coordinated all necessary moving services	97%
Overall, how would you rate the Olympia Office Coordination Staff?	98%
Crew	
Was professional and courteous	98%
Effectively communicated with me on moving day	97%
Worked diligently and efficiently	96%
Handled my move carefully and respectfully	97%
Properly protected my furniture	95%
Properly protected my home	95%
Overall, how would you rate Olympia's Moving Crew?	97%
Overall	
If you moved again, would you hire us for your next relocation?	95%