



Olympia Moving & Storage Customer Feedback

October 2020

All scores are based on top 2 box (% of customers who rated us as 5=Excellent OR 4=Good on a 5-point scale)

Sample size: 626

Satisfaction Scores	
(% of customers who rated us as 5=Excellent or 4=Good on a 5-point scale)	
SUMMARY	October 2020 YTD
Salesman	
Was professional and courteous	98%
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?	96%
Coordinator	
Was professional and courteous	99%
Provided timely communication	96%
Helped me understand the relocation process	97%
Effectively coordinated all necessary moving services	98%
Overall, how would you rate the Olympia Office Coordination Staff?	97%
Crew - Local Moves	
Was professional and courteous	97%
Effectively communicated with me on moving day	96%
Worked diligently and efficiently	96%
Handled my move carefully and respectfully	97%
Properly protected my furniture	96%
Properly protected my home	97%
Overall, how would you rate Olympia's Moving Crew?	96%
Overall	
If you moved again, would you hire us for your next relocation?	95%
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")	81