



Removal Satisfaction Questionnaire

Thank you for choosing Alban Moves for your removal.

We would very much value your opinion on the service you received by us and would be grateful if you could take a few minutes to complete our questionnaire. This can either be returned to us in the post or completed on line at our website on the Testimonials page.

Your Name:

Date of Removal:

Names of Removal Team (if known):

Please rate the following aspects of your removal by marking the appropriate box:

<u>Booking Process</u>	Poor	Average	Good	Excellent
Service received from our office team by phone or email				
Service received during your home survey (if conducted)				
Simplicity of our quote				
Overall booking process				

<u>Removal Service</u>				
Friendliness of our removal team				
Appearance of our removal team				
Appearance of our vehicles				
Timekeeping on the day of removal				
Our teams handling of your furniture & effects				
Speed & efficiency of our team				
Overall removal experience				
How did you find our packing service (if opted for)				
	Yes	No		
Overall, are you pleased that you chose Alban Moves for your removal?				
Would you be happy to use Alban Moves again or refer us to friends & family?				





BEFORE THE MOVE Did we:	Circle Yes/No/N/A as appropriate		
Make you aware of the BAR Code of Practice?	Yes	No	N/A
Give you a clear description, price and timetable for the work to be carried out?	Yes	No	N/A

Draw your particular attention to the contract terms relating to:

Liability for loss or damage	Yes	No	N/A
Time limits for making claims	Yes	No	N/A
Cancellation/postponement rights and charges	Yes	No	N/A
Explain your insurance or other protection options?	Yes	No	N/A
Make you aware of the procedure for making claims and to whom complaints should be referred?	Yes	No	N/A

AFTER THE MOVE:

If you made any claim or complaint, was this handled courteously and promptly? If you did not make any claim or complaint, please circle "N/A"	Yes	No	N/A
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Alban Moves
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www.albanmoves.com Email: enquiries@albanmoves.com

Are there any ways in which you think our service could be improved?

Any other comments you may have regarding Alban Moves.

Thank you for your time. If we can be of any assistance in the future, please do not hesitate to contact us.

Kind regards,

The Moves Team

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