**Quality Control Questionnaire**

Please fill this out by end of the move and return to driver in a sealed envelope.

The best quality control manager is the customer – Thank you for your help.

Customer Name: Date:

Driver: Helper 1: Helper 2:

Did the crew arrive at the planned start time? Yes No

Did the driver provide a courtesy call? Yes No Y

Did the driver introduce himself and crew members? Yes No

Were the crew members professional? Yes No Y

Did the crew use proper padding / protection for your home and furniture? Yes No Y

Did the driver have the required tools needed? Yes No Y

Did the crew answer all of your questions/concerns? Yes No Y

On a scale of 1-10, with 1 being poor and 10 being excellent, please rate the following:

How satisfied were you with management when scheduling your move? 1 – 2 – 3 – 4 – 5 – 6 – 7 – 8 – 9 – 10

Level of care in protecting your belongings 1 – 2 – 3 – 4 – 5 – 6 – 7 – 8 – 9 – 10

Overall experience of your move 1 – 2 – 3 – 4 – 5 – 6 – 7 – 8 – 9 – 10

How likely would you be to recommend JD’s Elite Movers 1 – 2 – 3 – 4 – 5 – 6 – 7 – 8 – 9 – 10

Comments:

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Signature: ­­­­ Date: \_