

STUTTAFORD VAN LINES



VAN LINES

QUEST FOR QUALITY SERVICE REPORT

We at Stuttaford Van Lines take our levels of Quality Service extremely seriously. For this reason we would like to hear from you, our valued client. Please take a few moments to complete and return this form as your comments really count and help us improve our service levels.

Client Date of Delivery

Quotation Reference No. Contact Telephone No's

Collection Address Work

..... Home

Delivery Address Cell

..... E-mail

	Excellent	Good	Average	Below Average	Poor
Standard of service for the pre-move survey and receiving of quotation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friendliness and quality of service of Sales Staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friendliness and quality of service of Operations Staff and crew.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appearance and neatness of vehicle.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appearance and neatness of crew.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard of Packing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard of Move.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeping to promised arrival and delivery times and dates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide any additional comments you may wish to make:

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KFC Voucher No. Received Signed

Time am/pm