

I cannot say enough. I have nothing but positive thoughts about this company. My wife  
Audrey joins me in sending you our grateful hearts and a very big thank you!

**ARNOFF** MOVING & STORAGE, INC.

Relocation Evaluation

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Contract#: \_\_\_\_\_

Local Move \_\_\_\_\_

N.A.V.L. \_\_\_\_\_ Yes

Salesperson: John Angel

Cust. Service Rep: Celeste Manteria

Packing Crew: R. Kremer & G. Lattrell

Loading Crew: Paul Dopp & Crew

Delivery Crew: Same

*Great!*  
*So careful So professional*  
*The best! Oh my God he asked, he showed up on time. So patient*  
*Just a great crew.*  
*They really cared for us.*

Please circle one answer unless otherwise indicated, rating our performance:  
Poor >>>> Excellent

- The knowledge and courtesy of the sales representative? 1 2 3 4 **5**
- The accuracy of the estimate? 1 2 3 **4** 5
- Our sales representative's ability to explain our service? 1 2 3 4 **5**
- The courtesy of your customer service representative? 1 2 3 4 **5**
- The customer service representative's knowledge and ability to answer all your questions? 1 2 3 4 **5**
- The courtesy of our packers? 1 2 3 4 **5**
- The competency of our packers? 1 2 3 4 **5**
- The careful handling of your possessions when packed? 1 2 3 4 **5**
- The courtesy of your driver and his helpers while loading? 1 2 3 4 **5**
- The competency of your driver and his helper while loading 1 2 3 4 **5**

11. The driver's overall professionalism and efficiency in loading and unloading your possessions? 1 2 3 4 **5**

12. The **ARNOFF** moving service overall? 1 2 3 4 **5** +++

Based on your experience, would you recommend **ARNOFF** to a friend?  
*Definitely!* Yes No

Would you use our services again?  
*Yes without hesitation* Yes No

Where did you initially hear of **ARNOFF** Moving & Storage, Inc.?  
*A friend - [redacted]*

Other Comments: *Arnoff was our "Guardian Angel" in our move. Everyone practically held our hands and guided us through this move. Timely, professional and wonderful service. Thank you very much for your comments. It is through feed-back from our Valued Customers that we can be assured of your satisfaction and constant effort to provide an even higher level of service.*  
*Shirley Pius!*