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Date: _____

Transport Mode: Air/Sea/Road

Our File No. _____

Job Order No. _____

PREFORMANCE RATING REPORT

Name of Client _____

Address: _____

Origin: _____ Destination: _____

Perfection is something beyond the reach of most of us, yet the constant quest for it prompts us to put forth our very best at all times. Your appraisal of our performance will help us to serve you better. So, kindly spare a few moments.

Rating Schedule 1 = Poor, 2 = Fair, 3 = Good, 4 = Very Good, 5 = Excellent

IMPORT/DELIVERY SERVICES

Please tick appropriate box

Rating	1	2	3	4	5
Customer Services:					
Were personnel courteous and co-operative at all times?					
Did packers report on site promptly at schedule time?					
Were the packers clean and neatly dressed?					
Unloading:					
Was unloading properly informed?					
Were the packers very careful in loading?					
Unpacking:					
Was unpacking properly performed?					
Were the personnel careful in preventing loss or damage?					
Were the unpacked household effects and removal of all the debris done properly same day?					

How would you rate IAL Limited overall services for this move?

Rating	1	2	3	4	5
IAL Limited					

Did you have missing or damages items? Yes _____ No _____

Comments or Suggestions: _____

Customer's Signature: _____ Date: _____