



# A. UNIVERS TRANSIT LTD.

## Performance Report

Customer Name & Details:

PERTEL

Destination: CHINA

Mode of Transport: Sea/Air

**Dear Customer,**

We do thank you for choosing us. However in order to evaluate our performance objectively, i.e. from your point of view, we would appreciate if you can answer the following questions indicating, by a cross in the appropriate column, your evaluation of different services rendered by our teams:

	<u>Excellent</u>	<u>Good</u>	<u>Average</u>	<u>Bad</u>
<b>Origin Services</b>				
<input checked="" type="checkbox"/> Adequate, useful pre-move information provided	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> An accurate survey and cost estimate conducted	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Origin Services Performed on schedule	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Packers were careful, competent and professional	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Packers were courteous	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> The crew wore neat and clean uniforms	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Destination Services</b>				
<input checked="" type="checkbox"/> Destination services Performed on schedule	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Customs Clearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Delivery Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Belongings unloaded safely and efficiently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Over all Service was courteous and professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Service was caring and patient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Overall satisfaction with our door to door services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your Comments: Excellent service overall!

Date: 19/08/2012

Signature: [Signature]

INTERNATIONAL MOVERS FREIGHT FORWARDERS CUSTOMS BROKERS  
LAND/AIR/SEA FREIGHT

21 Hadarim St.  
Industrial Zone, P.O. Box 4052  
Ashdod 77613, ISRAEL  
Tel: 972-8-8563145  
Fax: 972-8-8563387  
movers@univers-transit.co.il  
www.univers-transit.co.il