

Moving Helper Checklist

Customer Name: _____ Address _____

Phone Number _____ Alternate _____ E-Mail Address _____

Order Number _____ Date of Move _____ Date of First Call _____ 2nd Call _____

Job Details – 1st Call (ASAP – Always within 24 hours of the customer placing the order.)

Time of Move _____ Number of Rooms _____ Number of Boxes _____

(Try to give a window – example: “My crew will arrive between 1 and 2pm to allow for earlier job.”)

Specialty Items (Pianos, Safes, Antiques, Artwork.) _____

of Large Items (Sofas, appliances etc.) _____ Renting Dolly(s) _____ Renting Furniture Pads _____

Other Protective Material (protective covers, mattress bags etc.) _____

Ground Floor Only? Yes ___ No ___ Elevator? Yes ___ No ___

Any Flights of Stairs, Elevators, or Long Distance Carries? _____

Need help packing? _____ Any Children or pets at home at time of move? _____

Confirm: Do you understand the payment code? You Booked x Helpers for x Hours Extra Hours are X per Hour

Additional Notes: _____

Job Detail – 2nd Call (Day Before Move.)

Confirm Address Confirm Time Any Security Gates etc.? _____

Ask: Have you completed packing? _____ Do you need assembly/disassembly help? _____

Ask: Has anything changed since we spoke? _____

Please have the payment code available when we complete the job tomorrow, and call if anything changes.

Notes: _____

Moving Helper Rating System: (Follow these steps to more 5-Star Reviews)

- Communication – Call immediately after receiving order. Respond to e-mails and phone calls.
- Professionalism – Be respectful and polite. Arrive on time. Accommodate customer’s schedule and needs. Wear appropriate attire.
- Service – Take excellent care of customer’s items. Pay attention to loading/unloading, securing tiers etc. Avoid excessive breaks, and smoking around the customer’s belongings or the home.
- Satisfaction – Ask customer if they are satisfied with your services. Resolve issues if they arise.