



Questions to Ask When Movers Call

You've requested a quote, and movers are calling. Here's a worksheet for you to track their information, and also determine which ones you'd like to have come pay you for a visit for an in-home assessment. The answer to these questions is not as important as the WAY they're answered – is the mover forthright with all the answers? Do they seem to really CARE about getting your business?

Moving Company Name: _____

Address: _____

Phone Number: _____

Contact Person: _____

How many moves a year? _____

A member of AMSA? _____

Do you own your own trucks or contract out?

Moving Company Name: _____

Address: _____

Phone Number: _____

Contact Person: _____

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Phone Number: _____

Contact Person: _____

How many moves a year? _____

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Do you own your own trucks or contract out?



Questions to Ask During the In-Home Estimate

Moving Company Name #1: _____

Sales Rep Name: _____

How long have you been giving moving estimates? _____

How long has your company been around? _____

What pricing options or types of estimates do you offer? _____

What is my delivery schedule? _____

Do you do any repeat work for businesses in the area? _____

How will you handle (fill in the blank with hard-to-move/valuable item)? _____

MOVING COMPANY #1 ESTIMATE: _____

Moving Company Name #2: _____

Sales Rep Name: _____

How long have you been giving moving estimates? _____

How long has your company been around? _____

What pricing options or types of estimates do you offer? _____

What is my delivery schedule? _____

Do you do any repeat work for businesses in the area? _____

How will you handle (fill in the blank with hard-to-move/valuable item)? _____

MOVING COMPANY #2 ESTIMATE: _____

Moving Company Name #3: _____

Sales Rep Name: _____

How long have you been giving moving estimates? _____

How long has your company been around? _____

What pricing options or types of estimates do you offer? _____

What is my delivery schedule? _____

Do you do any repeat work for businesses in the area? _____

How will you handle (fill in the blank with hard-to-move/valuable item)? _____

MOVING COMPANY #3 ESTIMATE: _____

FINAL QUESTIONS

Which salespeople seemed the most knowledgeable? _____

Which mover seemed most forthcoming with information? _____

Which mover made you the most comfortable? _____

MY CHOICE IS: _____



Questions to Ask Your Mover: An Explanation

1. How long have you been giving moving estimates?

You want someone who has been doing this for awhile. Experience counts for a lot. Ask the salesperson about their background. Were they a driver or did they work in some other aspect of the moving process before being an estimator? The more experience the individual has, the more comfortable you will be that you are getting a true estimate. Let's be frank: Most salespeople love to talk, so if they are unwilling to discuss their experience, take that as a red flag.

2. How long has your company been around?

If the moving company has been in business for some time, it is usually a good sign they are doing something right and have been providing good service to their customers. You should not base your decision on the time in business alone, but it is a good insight.

3. What pricing options or types of estimates do you offer?

You can learn a lot about the moving company representative – as well as the moving company – by how knowledgeable he or she seems, and how willing they are to take the time to explain your options. If someone rushes through the explanation or seems to not understand the options and how they might apply to your move, you should be a bit concerned.

4. What is my delivery schedule?

You want the answer to be realistic. For long-distance moves especially, it can be difficult to be precise to the exact day. Most movers will ask for the option of a couple days for the delivery period. Beware of anyone who offers dates that seem just a bit too good to be true.

5. Does your company do any repeat work for businesses in the area?

Lots of people will ask a moving company for references of individuals who have used their services, but let's face it – what mover is going to give you a BAD reference? However, if the moving company does a lot of repeat relocation work for a particular business, it is a good sign they do quality work consistently.

6. How will you handle (fill in the blank)?

If you are moving a treasured heirloom or a large, cumbersome object like a piano, find out how it will be moved. Again, this is another test of the moving consultant's knowledge, as well as a test of how you can expect to be treated. If they take the time to give you a thoughtful and complete answer, chances are good this is a company that cares about the customer and their possessions.

7. The last question is for you, the one who's moving: Is the sales representative telling you what you want to hear?

You probably do not want to work with someone who disagrees with everything you say, but sometimes the moving consultant may make a suggestion that is different than your thinking. Did what they say make sense? If it did, it's a good sign the salesperson is looking out for your interests.

After you meet all the applicants, compare notes between the moving consultants you meet. Don't let price be your only guide; in fact, a much lower price may indicate that something was missed in the assessment, or indicate you'll get hit with additional charges later. Follow-up after the 'in-home estimate' is also important.

Finally, which moving consultant worked the hardest for your business?