

Richard Meyer

From: Eads, Matthew
Sent: Monday, April 23, 2012 11:43 AM
To: Richard Meyer
Subject: My Moving experience with DMS

Dear Rick,

While the majority of emails coming to your level are likely complaints, I wanted to share with you my very positive experience with the crew who did my recent move. I spent many years in the military moving both domestic and internationally and this most recent move from San Diego, CA. to Springfield, VA. was by far the most professional I have experienced. The driver for my move, "Frank" (pardon me I never got Frank's last name but I hope you are able to determine who he is) and his crew were absolutely incredible. The care they took of both the home I left and the home I moved into was as if they were the personal owners of each property. I can't say enough for how they prepared each residence for the removal and delivery of my household goods as well as the packing and transport of my things. I moved over 25k lbs of goods and Frank and his crew didn't damage a single piece!

They were not only polite and professional, but timely and had a work ethic that reminded me of years past. I was just so impressed with the whole experience and truly Frank and crew were responsible for that. They kept in contact with me throughout the move and even delivered my things prior to the quoted date. In today's work environment, employees like Frank are a rare find. I would recommend him to anyone preparing for a move and would hire him myself if given the opportunity. I'm sure you know, you are lucky to have such a professional, efficient, and dependable employee on your team.

I'm not sure about DMS's policy for recognition from management, etc. but if possible I would love for you to extend our appreciation for his work and give him a "pat on the back" for a job well done.

Best Regards,
Matt Eads