

Quality Counts at United



Count on United to deliver expert service for a stress-free move.

Our Quality Service Process establishes standards and procedures that allow us to effectively provide services to meet your needs.

Customer Service Pledge

Simply put, United's Customer Service Pledge is a commitment of quality service to our customers. We want to create lasting relationships, which means we're committed to delivering moving services that exceed your expectations.

Standards of Performance

Moving can be a stressful time, that's why United created a clear explanation of what you can expect during your move. Each of the Standards of Performance covers a certain service within the move process, including consultation, estimating, coordination, packing, loading, safety and delivery.

Measurement

United actively seeks customer feedback with its Customer Survey. The Customer Survey asks customers to rate how their movers performed. With that information, United representatives identify individual areas of strength and opportunities for improvement.

Training and Development

United offers its service representatives comprehensive training and development opportunities through live workshops and online courses.

Reward and Recognition

Every year, United awards representatives around the country with Customer Choice awards, and one United representative wins the President's Quality award. These awards raise the bar for the entire United family, giving everyone new heights to aim for and achieve.

United's five-step quality service process promotes continuous improvement to provide a moving experience that's second to none.

There's moving and there's moving United.

