

American Moving & Storage Association (AMSA) is offering tips for consumers on how to ensure that the van drivers and other members of a moving crew handling a household relocation can perform safely, efficiently and comfortably.

“Van operators and crews are the backbone of our industry, which has customer service as its top priority,” said Linda Bauer Darr, AMSA CEO and president. “Thousands of dedicated drivers travel the highways day and night in all kinds of weather, sacrificing time with their families to make sure their customers’ possessions arrive safely.”

Tips from AMSA include:

- **Provide the essentials.** Consider the crew’s needs and comfort: offer access to drinking water, designate a bathroom for their use, and keep hand sanitizer available. Have disposable paper towels handy, to save your linens and other items from the possibility of moving-related grime. And you might want to identify an outside area where smoking would be permitted.
- **Meet and greet.** Take time to meet your crewmembers and make them feel welcome. Always have one responsible adult available throughout the move to answer questions, and make sure they know which room you’re calling a den and which one is a “family room,” etc.
- **Keep kids and pets busy.** Make arrangements to keep small children and pets occupied so they don’t get in the way. If possible, have them stay with friends or relatives at the time of the move.
- **It’s food for thought.** Most crews greatly appreciate coffee in the morning and the offer to pick up a fast lunch, since it’s time-consuming to close up the truck and cumbersome to maneuver a tractor-trailer around a typical downtown area.
- **Keep the temperature in check.** If moving during very hot or cold weather, consider providing fans or space heaters, as exterior doors will likely be left open.
- **Provide feedback.** If you’re pleased with your crew, send a nice letter to the carrier as all drivers are ranked by quality scores and comments by customers. As with all hardworking front-line customer service professionals, tips, while not expected, are a great way to show your appreciation for a job well done.

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The American Moving & Storage Association, headquartered in Alexandria, Va., is the national trade association representing the nation’s moving and storage companies, which provide household goods moving services, specialized transportation for sensitive freight such as computers and trade show exhibits, and warehouse storage services. The association has 3,200 members, including more than 200 international members, and sponsors programs and activities that promote consumer protection, professional development, safety, and operational efficiency.