

news release

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UNITED VAN LINES NAMES INAUGURAL RECIPIENTS OF “HEART OF QUALITY” AWARD

ST. LOUIS – United Van Lines has honored 14 individuals with the first-ever “Heart of Quality” award, which was created to recognize move coordinators throughout the van line.

The recognition acknowledges excellent individual performance as measured by United’s customers on its post-move survey. The winner of the award had the highest score as related to the survey question regarding overall performance of the move coordinator role. Winners were chosen within agency size categories in the United system for calendar year 2004. The 14 awardees were chosen from the more than 450 domestic United agencies.

The winners for their work with corporate customers were:

- Lillian Niskala, Hilldrup Moving and Storage, Stafford, Va.
- Sandi Davis, Fry Wagner Moving & Storage Co., Kansas City, Kansas
- Linda Weeks, Jack Treier, Inc. Moving & Storage, Lancaster, Pa.
- Wygonda Vann, Hilldrup Moving and Storage, Richmond, Va.
- Karyn Cloyd, Suddath Relocation Systems, Houston, Texas
- Stephanie Baca, Star Transfer, Inc., Salem, Ore.
- Darlynn Krupsky, Corrigan Moving Systems, Pontiac, Mich.

The winners for their work with residential customers were:

- Sandy Schaaf, Hilldrup Moving and Storage, Stafford, Va.
- Bernice Murray, Corrigan Moving Systems, Detroit, Mich.
- Kelly Hettwer, Schroeder Moving Systems, Inc., Milwaukee, Wis.
- Pam McCaa, Cook Moving Systems, Inc., Rochester, N.Y.

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United Van Lines Awards Inaugural "Heart of Quality" Award

- Joanne Onderdonk, East End Moving & Storage, Rochester, N.Y.
- Erica Beiser, Otto Nelson & Sons, Kenosha, Wis.
- Carol Duchesneau, Bay State Moving Systems, Inc., Hartford, Conn.

An integral part of the moving process, it is the move coordinator's role to serve as a single point of contact for the customer and all service providers throughout the entire move, so that the relocation experience is successful from the preparation through the final delivery stages. This award, added to the already existing Customer Choice Awards, continues the van line's commitment to consistently delivering quality service to its customers.

United Van Lines, with headquarters in suburban St. Louis, is the nation's largest household goods mover and maintains a network of 1,000 affiliated agencies in 135 countries. More information about United and its services can be obtained through the company's Web site at www.unitedvanlines.com.