



Canadian
Museum
of Nature

Musée
canadien
de la nature

March 23, 1994

Mr. Robert Martindale
Moving Consultant
Kineto Van Lines
1220 Old Innes Road
Suite 203
Ottawa, Ontario
K1B 3V3

Dear Bob,

I would like to take this opportunity to express our thanks for the excellent work your firm has provided to us in the past 2 years.

Our operational and local exhibit moves have always been performed efficiently and on schedule, you and your staff have always been friendly, courteous and accommodating.

The Canadian Museum of Nature would not hesitate to recommend your company for all types of move.

Your excellent service is very much appreciated.

Sincerely,

Liane Monette
Contracting Coordinator

C.P. 3443, Succursale "D"
Ottawa, Canada
K1P 6P4

P.O. Box 3443, Station "D"
Ottawa, Canada
K1P 6P4

Canada



Royal
Canadian
Mounted
Police

Gendarmerie
royale
du
Canada

Security Classification / Designation
Classification / Désignation sécuritaire

Your file Votre référence

Our file Notre référence
#94372

Kineto Van Lines
1250 Old Innes Road
Bay #521
Ottawa, Ontario
K1B 5L3

Mr. B. Martindale

810 BELFAST RD. AMALGAMATION - PROJECT #94372

We appreciate the prompt and friendly service which your firm provided for our recent move between 810 Belfast Road and 2150 Thurston Drive.

The move was a fairly complex one with little if any swing space and your coordination and expertise was instrumental in making the move a success.

Thank you again for your professional service.

Most Sincerely

Margaret E. O'Connell

Margaret O'Connell R.P.A.
Property Manager
"A" Division FSS Branch
Property Management Unit
250 Tremblay Rd., Rm.301 Pickering Bldg.
Ottawa, Ontario
K1A 0R2

Canada

Thursday, June 30/94

Mr. Kam Mahfouz,
Kineto Van Lines,
1220 Old Innes Road,
Suite 203,
OTTAWA, Ontario.
K1B 3V3

Mr. Peter Tapp,
731 St. Isidore Road,
CASSELMAN, Ontario.
KOA 1M0

Dear Mr. Mahfouz:

I would be amiss if I did not lavish an approbation to you and your staff in the wake of my recent move from Manotick to Casselman, Ontario. In fact, the details of the move exact a parallel comparison.

The moving duties were complicated by the fact that all house contents were not all dispersed to another single address; my sister's possessions, denoted by red dots, being tagged to travel to the United States, and mine (blue dots) being delivered to Casselman.

My anxieties were assuaged by your calm assurance that you were well-equipped and experienced to handle the job. The performance of the Kineto team on moving day superceded my expectations as the moving task that day was carried out in a thoroughly expeditious manner. The pace of the Kineto trio was never frenetic; communication between myself and the team was limited to explanations of certain packing procedures, i.e. individually wrapped pieces of brass, china and crystal. All damaged pieces were brought to my attention before these items were packed or placed on board the truck.

Furthermore, Kineto arrived at the pre-determined time of 8:30 a.m. and packing was completed by 1:30 p.m. which was the estimated time of completion.

Upon arrival at Casselman, the team assisted me in laying 14 large pieces of Bristol board in the storage area. Unloading was carried out in an insouciant manner in very good time. Price was within estimate.

Conversely, my sister's move was not as carefree. She was impressed by the moving company rep who appeared in a funeral-home-style dark, 3-piece suit flashing fancy colour catalogues. Packers had been hired to handle all moving prep, but they were in communicado with the actual movers. In this instance, a laconic working relationship hindered the moving process, and the actual move was handled in what I would describe as a pell-mell fashion.

You can be assured, Mr. Mahfouz, that I will choose Kineto for my next move.

Sincerely,



July 14, 1994

Robert Martindale
Kineto Van Lines
Suite 203
1220 Old Innes Road
Ottawa, Ontario
K1B 3V3

Dear Robert,

My wife and I would like to express our gratitude for the excellent service provided to us by Kineto Van Lines during our July 5 move. To state that moving a household is stressful is understating the effort and time involved to accomplish this. It was a relief to both of us that on the day of our move, we were able to sit back and relax while your staff took care of moving our belongings.

We were impressed with the level of professionalism, promptness and courtesy extended to us. I am always nervous watching other people carry my prized possessions, but your staff did an excellent job. None of our belongings were damaged in any way. Your guys went all out to make sure all our delicate belongings were well packed, and when we arrived at our new home, they made every effort to ensure that all the heavy furniture was positioned to our liking.

Probably the most impressive thing was to watch the Kineto staff move our piano. In my mind this was a supreme test of their abilities, and they passed with flying colours.

Please feel free to use this letter and our names as a future reference for your business, and please keep up the good work. In these days of business instability, we need more companies like Kineto that know how to treat customers properly.

Respectfully Yours



John Purdie
386 Oaklawn Crescent
Orleans, Ontario
K4A 3J4

*Bernard and Linda Travis
2211 Arthur Street East
Thunder Bay Ontario P7E 5P3*

August 24th., 1994

Kineto Van Lines
203 - 1220 Old Innes Road
Ottawa, Ontario K1B 3V3

Dear Sirs

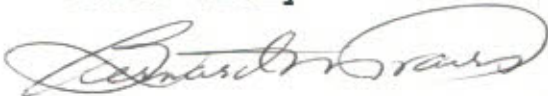
I am writing to commend you yet again for the manner in which you carried out our recent move from Ottawa to Thunder Bay.

This was the second time we had used your service. We anticipated nothing but the best, based on our previous experience, and we were not disappointed. The personnel were courteous and professional. All elements of the move - the packing, the timing of the move and the relocation itself - were care-free for us.

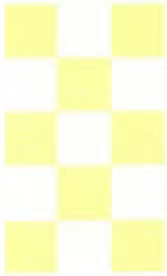
We would never hesitate to recommend your service to even our closest friends.

Please do not hesitate to use us for a reference. If someone wished to call, our number is (807)622-0099.

Yours truly



Bernard M. Travis



Communications
Management
Consultants

P.O. Box 172
4295 Kinburn Side Road,
Pakenham, Ontario, K0A 2X0
Telephone: (613) 832-3600
Fax: (613) 832-1177

August 30, 1994

Mr. Robert Martindale,
Moving Consultant,
Kineto Van Lines,
1220 Old Innes Road,
Suite 203,
Ottawa, Ontario,
K1B 3V3.

Dear Mr. Martindale:

Nobody likes moving -- the last time I moved I said "never again"! In the past 12 years I have, however, moved three times -- twice within Ottawa and then to southwestern Ontario.

My experience with Kineto Van Lines has certainly changed my view. The next time I move, you will be the first to be contacted because experience has shown me that with your company there is no hassle, you are punctual and efficient and the employees are always friendly, courteous and smartly dressed -- even when they are carrying 200 lb buffets!

I would certainly like to commend the two Kineto Van Line employees who organized my move from Ottawa to Niagara-On-The-Lake. When the pressure mounted and it was necessary to bring in a second truck at the last moment there was just a calm re-assurance. Everything went smoothly and the service I received was certainly superior to that of any other major moving company in Canada -- I ought to know, I've used the two largest.

Thanks for a job well done and my appreciation to the two fine gentlemen who toiled for two days and a night on my behalf.

With sincere thanks,


Neil A. Mence.

20 Nipigon Way,
Kanata, Ontario
October 4, 1994

Mr. Kamal Mafouz,
Kineto Van Lines,
203 - 1220 Old Innes Road,
Ottawa, Ontario
K1B 3V3

Dear Mr. Mahfouz:

This note is just to let you know that you have another satisfied customer.

You visited our home in June to provide a quote on our move from rural West Carleton to Kanata. We had also requested quotes from two other larger, more "established" firms - one of these would not even visit our home, offering only to provide a "rough" quote over the telephone! Yours was by far the most professional quote, with a clearly typed display of the estimated costs, including a statement as to the basis for the calculations and listing the available options. Not only was your quote the lowest, but you also inspired confidence through your willingness to answer all our questions and address any concerns we had about the moving process. The competition wasn't nearly as cooperative and concerned about meeting our expectations. (I have since spoken with someone who engaged one of these firms this summer - their move was an expensive, messy affair.)

We are particularly anxious to compliment the efforts of the crew which you assigned to our move: **Rob, Duane, Brad and Earl**. These four worked very hard, to the point that they were showing signs of exhaustion by the end of the day. Throughout, they were polite and professional, taking care to minimize damage, soiling of carpets, etc. This contrasted sharply with another group of movers (from Toronto) working on our block the same day - they appeared lazy, messy, foul-mouthed and generally disrespectful of their client's and neighbour's property, taking nearly two days to accomplish what your crew could easily have done in a day.

Thank you for making our move on August 16th. as painless as possible. I'm sorry that we've been too busy with the "settling-in" process to have written earlier.



James A. Fish