



**Canadian Trucking
Human Resources Council**
**Conseil canadien des ressources
humaines en camionnage**

The Canadian Trucking Human Resources Council (CTHRC) represents the trucking industry at the national level. Our mission is 'to ensure an adequate supply of people with appropriate knowledge, skills and commitment to meet the human resources needs of the Canadian trucking industry'.

October 2008

SURVEY for Drivers working in the MOVER/VAN FOREMAN Specialty

You may have heard about our current project through a National or Provincial trucking association.

The current National Occupation Standard for 'Professional Drivers' defines the things that truck drivers do on the job. However, the standard is general, and does not identify the specialized tasks performed by Movers and Van Foremen – tasks that are not part of the work of other truck drivers.

We are in the process of defining the Moving/Van Foreman 'specialty' tasks. To accomplish this, over the past months we brought together several groups of Movers and Van Foremen to talk about the specialty and the unique things they do.

Before we complete the Occupational Profile for the Mover/Van Foreman specialty, we want to take our findings to a broader group of movers and van foremen to make sure we have not missed anything.

If you work as a Mover and/or Van Foreman, or if you manage Movers and/or Van Foremen, please help us by investing about 15 minutes to complete this survey.

Please also pass this survey on to other Movers and Van Foremen. Thanks!!

If you have any questions please about this survey or the Professional Driver MOVER/VAN FOREMAN specialty project please contact:

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Suite 935, 105 – 150 Crowfoot Crescent NW Calgary, Alberta T3G 3T2

 ***Please return completed surveys by December 12th, 2008***

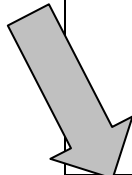
Survey Participant Information (for tracking purposes only)

Your Name	
Your Company or Organization	
Best way to contact you (cell, email, fax, etc)	
Which provinces or territories do you typically work in?	
Do you normally drive tractor trailer combinations ?(yes or no)	
Do you normally drive straight trucks? (yes or no)	
How many years have you been driving truck?	
How many years have you been working as a Mover or Van Foreman?	
If you are NOT a driver, what is your job title?	

Have you ever attended any workshops or courses on how to pack household or commercial goods, how to load goods, or any courses specific to the moving industry? If yes please provide some details – who put the course on, how many days the courses lasted, etc.

Mover/Van Foreman is considered a 'specialty' within the Professional Driver occupation for the following reasons:

Task A3	Execute vehicle maneuvers
<ul style="list-style-type: none"> Movers often work in residential locations or other locations not designed for trucks. They have to maneuver on narrow streets around parked cars, where parking and backing are more difficult Trucks may be on soft surfaces that might get damaged - lawns, sidewalks, driveways -potential for claims 	
Do you Agree Disagree <i>(please circle one)</i>	Please provide comments on this task....



Task A5	Operate specialized equipment
<ul style="list-style-type: none"> Movers have walk boards and logistics tracks - attachment points in the trailers. They are also required to be equipped to carry cars, boats, and all-terrain vehicles inside the van. Moving specialty trailers cost \$60 to 70K – twice as much as standard van trailers Some companies are equipped to drop a container for customer loading 	
Agree Disagree <i>(please circle one)</i>	Comments

Task C2	Load cargo
<ul style="list-style-type: none"> Damage claims are a major issue for movers. It is normal to inspect the property (residential) and the goods (cargo) before starting to empty the house. It is also normal to complete a post-load inspection on the empty house and obtain appropriate signatures. 	
Agree Disagree <i>(please circle one)</i>	Comments

NEW Task C5	Packing and Loading Items for Moving
<ul style="list-style-type: none"> • The typical sequence of activities for this task includes: <ul style="list-style-type: none"> ○ Receive paperwork that includes origin and destination details, estimated weight and item descriptions, details on charges ○ Pre-arrange time of arrival with customer ○ Gather packing materials, crating materials, pads, floor runners, etc ○ Greet customer, review paperwork and move process ○ Protect home from potential damage (floor runners, etc) ○ Manage and monitor labour (crew) ○ Inspect condition of goods and property ○ Ensure boxes are sealed and labelled ○ Document (tag and list) each item ○ Disassemble items ○ Wrap/protect/pack items ○ Load items onto trailer ensuring proper protection and maximum load utilization 	
Agree Disagree <i>(please circle one)</i>	Comments

NEW Task C6	Inventory Items
<ul style="list-style-type: none"> • The typical sequence of activities for this task includes <ul style="list-style-type: none"> ○ Brief customer ○ Inventory items ○ Note condition per codes ○ Plan tiers for loading ○ Complete paperwork ○ Obtain signatures 	
Agree Disagree <i>(please circle one)</i>	Comments

NEW Task C6	Load and unload cargo using proper lifting or physical handling techniques - bending, etc
<ul style="list-style-type: none"> • Moving involves heavy physical work - handling of heavy items etc. 	
Agree Disagree <i>(please circle one)</i>	Comments

NEW Task C7		Deliver and Unpack Items
<ul style="list-style-type: none"> • The typical sequence of activities for this task includes <ul style="list-style-type: none"> ○ Pre-arrange time of arrival with customer ○ Greet customer ○ Protect home from potential damage (floor runners, etc) ○ Manage and monitor labour (crew) ○ Inspect condition property prior to unload ○ Inspect and assist customer in checking goods off as they deliver ○ Sign off on condition and quantity ○ Bring items into residence and place in appropriate room ○ Re-assemble items ○ Unpack goods if required ○ Remove materials (debris) from home ○ Finalize move with customer (could include collection of charges) 		
Agree Disagree <i>(please circle one)</i>	Comments	

Task D1		Ensure customer satisfaction
<ul style="list-style-type: none"> • Moves are an emotional event for the customer • Moving is ranked as one of the most stressful events in a persons life • Customer satisfaction is tied to professionalism - first impressions, and the ability to inspire confidence is critical. • Dress codes (uniforms) and overall presentation are key to customer satisfaction • Unkempt casual workers and inexperienced labour do NOT inspire customer confidence 		
Agree Disagree <i>(please circle one)</i>	Comments	

Task D2		Handle complaints
<ul style="list-style-type: none"> • Complaints against movers are often linked to damage claims or billing concerns 		
Agree Disagree <i>(please circle one)</i>	Comments	

Task G6		Comply with Labour Code Requirements
<ul style="list-style-type: none"> • This can be difficult for movers because of the temporary need for helpers. For example, a mover needs helpers in one town today, but will need helpers tomorrow in a town five hundred miles away. 		
Agree Disagree <i>(please circle one)</i>	Comments	

