

Customer Feedback Report

For: Next Constructions - Existing Clients



CUSTOMERCAREINTERNATIONAL

Report Number 3 to 3

Report Number: 3

Report Date: 30/01/09

3 R Design Pty.Ltd.

Contact:	Jim Burroughs	Reference	
Address	Suite 6 Level 6 46-58 Holt Street Suburb: Surry Hills State: NSW Post code: 2010	Phone No	96900330
Purchase Category	Client - post job		
Purchase Description	Interior Designer for 'Caffe Del Corso' shop fitout located at Royal Randwick Shopping Plaza.		

TENDER

Staff:

N/A

		Rating				
		EXCELLENT	GOOD	FAIR	POOR	BAD
Customer Comments:						
Today I spoke to Jim about our tender. Jim said the tender was clear but there were inaccuracies. He said we addressed those quickly. Jim also said our service was fully explained to him, as well as the alternatives.						

SERVICES CO-ORD

Staff:

Gerry Amorelli
Joseph Di Girolamo
Mark Di Noia

		Rating				
		EXCELLENT	GOOD	FAIR	POOR	BAD
Customer Comments:						
Jim advised that he had only one site meeting. That was at the end, to wrap things up. He said any questions he had along the way were handled very professionally. The project was completed on time and to Jim's satisfaction.						

VALUE PROPOSITION

Staff:

N/A

		Rating				
		EXCELLENT	GOOD	FAIR	POOR	BAD
Customer Comments:						
When asked if there is anything we need to improve or change in regard to our service, Jim said maybe we could look at reducing the RFI's. There were quite a few. Perhaps they could be grouped into one. However overall, Jim thought it all went fairly well. Jim commented that our cost was pretty good, considering he didn't think we would be as cost effective as we were. He said we provided good service, which is what he would have expected of us.						

Would you recommend us to others? YES NO N/A

Customer Suggestions:	No suggestions offered by customer.
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Customer Care International Comments:	Jim said everything went fairly well and the only suggestion he had for improvement was to group the RFI's together more. He found Next Constructions cost effective and our service was good. Jim would recommend us to others.
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