

Customer Feedback Report

For: Next Constructions - Existing Clients



CUSTOMERCAREINTERNATIONAL

Report Number 4 to 4

Report Number: 4

Report Date: 30/01/09

AMP Capital Shopping Centres

Contact:	Michelle Quinane	Reference	
Address	Corner Herring & Warterloo Roads Suburb: North Ryde State: NSW Post code: 2113	Phone No	98870813
Purchase Category	Client - post job		
Purchase Description	Michelle is the Operations Coordinator for AMP. Michelle managed centre operations issues at Royal Randwick Shopping Centre for the Caffè Del Corso fitout and is managing the centre operations for the RTA sites we are upgrading at Macquarie Shopping Centre in North Ryde.		

Rating

TENDER

EXCELLENT

GOOD

FAIR

POOR

BAD

Staff:

N/A

Customer Comments:

N/A.

Rating

SERVICES CO-ORD

EXCELLENT

GOOD

FAIR

POOR

BAD

Staff:

Gerry Amorelli
Joseph Di Girolamo
Mark Di Noia

Customer Comments:

With regard to the site meetings, Michelle said these were very good for keeping the project on track. Michelle also said Next Constructions were very good with written communication and correspondence. We chased her up for things and we were very well organised, more so than any other shop fitter Michelle has dealt with. Michelle said the project was completed on time.

Rating

VALUE PROPOSITION

EXCELLENT

GOOD

FAIR

POOR

BAD

Staff:

N/A

Customer Comments:

Michelle said there is nothing we need to improve on in her opinion. What she was looking for was a company that was very well organised and knew what they were doing, people who were professional enough to do what needed to be done within the right time frame. Michelle said we met all of those needs and she would be more than happy to tell anyone who asked, that we were great. Michelle intends to speak to her designer and ask that our name be added to the list of companies they recommend for shop fit outs.

Would you recommend us to others?

YES

NO

N/A

Customer Suggestions:

No suggestions offered by customer.

Customer Care International Comments:

Michelle said we met all of her needs and she would be more than happy to tell anyone who asked, that we were great to work with. She had a lot of praise for our professional service and our efficiency.