

# Customer Feedback Report

For: Next Constructions - Existing Clients



CUSTOMERCAREINTERNATIONAL

Report Number 1 to 1

Report Number: 1

Report Date: 21/01/09

## Anthony Vavayis & Associates

<b>Contact:</b> Emily	<b>Reference</b>
<b>Address</b> Suburb: State: Post code:	<b>Phone No</b> (02) 9290 1810
<b>Purchase Category</b> Referral Source - post job	
<b>Purchase Description</b> - Only ask area 2& 3 questions	

TENDER	Rating				
	EXCELLENT	GOOD	FAIR	POOR	BAD
<b>Staff:</b> N/A	<b>Customer Comments:</b> N/A.				

SERVICES CO-ORD	Rating				
	EXCELLENT	GOOD	FAIR	POOR	BAD
<b>Staff:</b> Joseph Di Girolamo	<b>Customer Comments:</b> With regard to service co-ordination, Emily said she didn't have any onsite meetings, but she did meet with us at the development office. Emily found these meetings to be fine, very straight forward. Emily feels her project has been handled in a proactive and professional manner. As the project hasn't been completed yet, Emily wasn't able to comment on the timeframe.				

VALUE PROPOSITION	Rating				
	EXCELLENT	GOOD	FAIR	POOR	BAD
<b>Staff:</b> N/A	<b>Customer Comments:</b> Emily said that under the circumstances, she didn't think we needed to improve or change our service in any way. What Emily found pleasing about working with Next Constructions is our willingness to attend meetings, give feedback and keep the lines of communication open. Emily said it is hard to say if she would recommend us as the project hasn't been completed yet, however at this stage, she said she has no reason not to recommend us, based on the service she has received.				

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

<b>Customer Suggestions:</b> No suggestions offered by customer.
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<b>Customer Care International Comments:</b> Emily is pleased with our willingness to attend meetings, give feedback and keep the lines of communication open. The project hasn't been completed yet, but Emily is pleased with the service she has received so far. She has no reason not to recommend us.
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