

Customer Feedback Report

For: Next Constructions - Existing Clients



CUSTOMERCAREINTERNATIONAL

Report Number 5 to 5

Report Number: 5

Report Date: 06/02/09

Cerno Management

Contact:	Dan Whittingham	Reference
Address	Suite 2 Level 4 280 Geroge St Suburb: Sydney State: NSW Post code: 2000	Phone No 0292790894
Purchase Category	Client - during job	
Purchase Description	We have completed interior fitout works at level 2,3,18 of 77 king street and are currently completing works on level 1.	

TENDER	Rating				
	EXCELLENT	GOOD	FAIR	POOR	BAD
Staff: N/A	Customer Comments: Today I spoke to Dan about our tender. Dan said the tender was clear and accurate and it was delivered to him in a good timeframe. Dan also said everything was explained to him and he knew what to expect from us.				

SERVICES CO-ORD	Rating				
	EXCELLENT	GOOD	FAIR	POOR	BAD
Staff: Gerry Amorelli Joseph Di Girolamo	Customer Comments: Dan said he didn't have actual site meetings, but he was in constant communication with Joseph, who he also knows personally. Joseph was very accessible and took care of everything for Dan. Dan said any issues were so minor they don't warrant mentioning.				

VALUE PROPOSITION	Rating				
	EXCELLENT	GOOD	FAIR	POOR	BAD
Staff: N/A	Customer Comments: Dan said nothing comes to mind, when asked if there is anything we should change or improve on. Dan said he likes to work with us because we understand what they are about and we are pretty responsive with getting things to him. He said we provide a reasonable quality of work and he also was pleased to have the inside track to himself with regards to communication. Dan said he has recommended Next Constructions to others.				

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

Customer Suggestions: No suggestions offered by customer.

Customer Care International Comments: Dan is very happy with all aspects of his dealings with us, especially the ease of communication with Joseph. He said any issues were so minor they don't warrant mentioning. Dan has recommended Next Constructions to others.
