

Customer Feedback Report

For: Next Constructions - Existing Clients



CUSTOMERCAREINTERNATIONAL

Report Number 12 to 12

Report Number: 12

Report Date: 13/05/09

Espressino Pty.Ltd.

Contact:	Vito De Palo	Reference
Address	Shop 17B, Royal Randwick Shopping Centre, 73 Belmore Rd Suburb: Randwick State: NSW Post code: 2031	Phone No
Purchase Category	Retail Fitout	
Purchase Description	Owner of the cafe fitted out. Please dont call during breakfast or lunch trade busy times.	

TENDER	Rating				
	EXCELLENT	GOOD	FAIR	POOR	BAD
Staff:	Customer Comments:				
N/A	Today I spoke to Vito about our tender. Vito commented that he was satisfied with the tender and the timeframe taken to prepare it. Vito said he made a few changes and we came through with the necessary adjustments to the tender. Vito said he would definitely use our services again.				

SERVICES CO-ORD	Rating				
	EXCELLENT	GOOD	FAIR	POOR	BAD
Staff:	Customer Comments:				
Gerry Amorelli Joseph Di Girolamo Mark Di Noia	Vito said the site meetings went well and they were really good for resolving any problems that arose. Vito mentioned that the plans weren't practical in some areas, so he needed our help a few times. He also said Mark, Joseph and Gerry were all available to him outside of the site meeting times. Vito felt he could contact them any time he needed them. The project was definitely completed on time and whilst there was pressure, Vito said our service was great.				

VALUE PROPOSITION	Rating				
	EXCELLENT	GOOD	FAIR	POOR	BAD
Staff:	Customer Comments:				
N/A	Vito didn't know of anything we could do to improve service. He said we have things "down to a T". Vito said he has had a few shops in his time and Joseph and the team are the best he has ever worked with. What stands out with Next Constructions is the quality of our workmanship. Vito said he pays good money for the work and he expects good workmanship. This is what we provided and we also followed up as needed. Vito has shown the shop to a few people and he hopes they come to us for work. He has recommended us to them. Vito was very complimentary in his comments.				

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

Customer Suggestions: No suggestions offered by customer.

Customer Care International Comments: Vito is very satisfied with all aspects of our service, from tender, staff availability, workmanship, through to follow up. He has recommended us to a few people and he hopes they come to us for their jobs. Vito said we have the best team he has ever worked with.
