

Customer Feedback Report

For: Next Constructions - Existing Clients



CUSTOMERCAREINTERNATIONAL

Report Number 16 to 16

Report Number: 16

Report Date: 02/06/09

ITC Group Facilities

Contact:	David Taylor	Reference
Address	Suite 2, level 4 280 Geroge St Suburb: Sydney State: NSW Post code: 2000	Phone No 0294958100
Purchase Category	Client - during job	
Purchase Description	Performance as a whole of all RTA building maintenance projects	

TENDER	Rating				
	EXCELLENT	GOOD	FAIR	POOR	BAD
Staff: Joseph Di Girolamo Mark Di Noia	Customer Comments: Today I spoke to David about out tender process. David advised that he has had some involvement in the tender process, though he is a little removed from that side of things. David confirmed that the tender was clear and accurate and it has delivered in a good timeframe. David said everything was very well explained about our service and about their options.				

SERVICES CO-ORD	Rating				
	EXCELLENT	GOOD	FAIR	POOR	BAD
Staff: Gerry Amorelli Joseph Di Girolamo Mark Di Noia	Customer Comments: David said he didn't have site meetings with us personally. However if he needed to contact us about any questions or queries, our staff were always very helpful. David said our staff are very proactive and professional in their approach. David said there are a series of smaller ongoing projects and we are keeping to schedule with them.				

VALUE PROPOSITION	Rating				
	EXCELLENT	GOOD	FAIR	POOR	BAD
Staff: N/A	Customer Comments: David had no suggestions for improvement of service. What he likes about dealing with Next Constructions is our personalised touch. David said he would recommend us to others.				

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

Customer Suggestions: No suggestions offered by customer.

Customer Care International Comments: David is happy with our service and he likes our personalised touch. Our staff are proactive and professional and always helpful with his enquiries. We are keeping to schedule with the ongoing projects. David would recommend us to others.
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