

Customer Feedback Report

For: Next Constructions - Existing Clients



CUSTOMERCAREINTERNATIONAL

Report Number 9 to 9

Report Number: 9

Report Date: 03/04/09

ITC Facilities Solutions

Contact:	Peter Klassen	Reference
Address	Level 2 33 York Street Sydney Suburb: Sydney State: NSW Post code: 2000	Phone No 94958100
Purchase Category	Client - during job	
Purchase Description	We have recently completed RTA Motor Registry building works at Padstow, North Ryde, Engadine, Campbeltown, Hurstville, Merrylands. We would like feedback on the experience in dealing with us on the project from commencement to completion, the quality of the works performed and how we went	

Rating

TENDER

EXCELLENT

GOOD

FAIR

POOR

BAD

Staff:

N/A

Customer Comments:

With regard to our tender, Peter said a tender was issued for each individual job for the RTA works. He said our tenders were all good and they were all delivered within a good timeframe. There was an issue with the pricing of the painting, but this was resolved quickly and to Peter's satisfaction.

Rating

SERVICES CO-ORD

EXCELLENT

GOOD

FAIR

POOR

BAD

Staff:

Gerry Amorelli
Joseph Di Girolamo
Mark Di Noia

Customer Comments:

When asked about the quality of the works performed, Peter said our work was very good and he is happy with the timeframe for completion of the jobs. Peter said they didn't have site meetings as such, as they are actually located in the same offices as where the construction work was being done. Peter said communication was good and our staff were readily available to him when needed. Everything was handled in a professional manner.

Rating

VALUE PROPOSITION

EXCELLENT

GOOD

FAIR

POOR

BAD

Staff:

N/A

Customer Comments:

Peter had no suggestions for improvements or changes to service. He said we are pretty good overall. Compared to other companies, our response time is quicker, our quotes are provided quicker and all the information that was needed came through quicker. Peter said he would definitely 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:

Peter said compared to other companies we are quicker with the quotes, with information and with response times. He is happy with all aspects of our service from start to finish, including communication, availability of staff and the quality of our work. Peter said he would definitely recommend us to others.