

Customer Feedback Report

For: Next Constructions

Location: Sydney

Account Name: Existing Clients

Report Number: 27

Report Date: 12/08/09



CUSTOMERCAREINTERNATIONAL

McConnell Dowell Constructors

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|--|------------------------------|
| Contact: Joe Mushoul | Reference |
| Address Cnr Edison Pde & Euclid St Suburb: Winston Hills State: NSW Post code: 2153 | Phone No 02 9659 6058 |
| Purchase Category Commercial Construction | |
| Description Completed works for Settlers reserve and Parramatta Jail. Also, tender process feedback for the above including Edison Pde and Jeffrys reserve? | |

Urgent Customer Issues:
No

General Customer Issues:
No

Additional Business Leads:
YES

| | Rating | | | | | |
|--|--|-----------|--------------|------|------|-----|
| | EXCELLENT | VERY GOOD | SATISFACTORY | FAIR | POOR | BAD |
| TENDER | | | | | | |
| Staff: Gerry Amorelli Joseph Di Girolamo Lyle Harris Mark Di Noia | Customer Comments: When discussing the tender process for Edison Pde and Jeffrys Reserve, Joe said the tender was absolutely great, beautiful. We asked Joe when he wanted the tender done and Joe said a week. Within a week of Joe sending us the drawings, the tender had arrived. Joe hadn't expected it to be that quick, as most companies have to ask for an extension of time. Joe said we explained it all and provided all the inclusions and exclusions. There was a small problem about payment terms and other clarifications, but that was all sorted out quickly. | | | | | |

| | Rating | | | | | |
|--|---|-----------|--------------|------|------|-----|
| | EXCELLENT | VERY GOOD | SATISFACTORY | FAIR | POOR | BAD |
| SERVICES CO-ORD | | | | | | |
| Staff: Gerry Amorelli Lyle Harris | Customer Comments: Joe said he got the completion certificate for the Settlers Reserve and Parramatta Jail projects and he also got a letter of thanks from the Council, praising them. Joe was very pleased about that. Joe said the site meetings were very good, though they only had 2-3 of them. Our supervisor, Gerry was available to Joe at any time of the day, from 6am-6pm. Joe said many supers don't take calls and tend to ignore people, but Gerry didn't do that. | | | | | |

| | Rating | | | | | |
|--------------------------|--|-----------|--------------|------|------|-----|
| | EXCELLENT | VERY GOOD | SATISFACTORY | FAIR | POOR | BAD |
| VALUE PROPOSITION | | | | | | |
| Staff: N/A | Customer Comments: Joe said we don't need to change or improve anything, "not at all". What he particularly liked about us, is that our documentation and invoicing is very good and it was provided on time. If Joe asked for a summary of man hours, he got what he wanted. Also Gerry carried the documentation around with him, which was good. Joe also said we have all the proper safety gear and our guys worked well. Joe has a friend at McMahons Constructions and he has pointed them in our direction. He also has more work lined up for us. | | | | | |

Overall Satisfaction / Experience: Highly Satisfied Very Satisfied Satisfied Unsatisfied Highly Unsatisfied

Likelihood to Return / Remain: Highly Likely Very Likely Likely Unlikely Highly Unlikely

Likelihood to Recommend / Refer: Highly Likely Very Likely Likely Unlikely Highly Unlikely

(Has already referred)

Customer Care International Comments:
Joe is extremely happy with our work and with our service. He particularly liked the way our documentation and invoicing was available to him when needed. Joe said our tender process was beautiful. Joe has more work lined up for us and he has pointed a friend at McMahons Constructions in our direction.