

Customer Feedback Report

For: Next Constructions

Location: Sydney

Account Name: Existing Clients

Report Number: 35

Report Date: 25/09/09



CUSTOMERCAREINTERNATIONAL

Sidley Austin

Contact: Linda Davino	Reference
Address	Phone No 82142255
Suburb: State: Post code:	
Purchase Category Retail Fitout	
Description Please ask Linda for feedback on the Sidley Austin fitout so far? This project is currently under construction.	

Urgent Customer Issues:
No

General Customer Issues:
No

Additional Business Leads:
No

Rating

EXCELLENT	VERY GOOD	SATISFACTORY	FAIR	POOR	BAD
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TENDER
Staff:
Joseph Di Girolamo
Lyle Harris

Customer Comments:
When asked about the tender process, Linda commented that the tender was very rushed and Joseph did the best he could best under the circumstances. Linda explained that she ran into Joseph on the 29th June and mentioned the job to him. The deadline for the tender was 30th June and the fact that Joseph got the tender to her on the 30th was phenomenal.

Rating

EXCELLENT	VERY GOOD	SATISFACTORY	FAIR	POOR	BAD
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SERVICES CO-ORD
Staff:
Gerry Amorelli
Joseph Di Girolamo
Lyle Harris

Customer Comments:
Linda said things are going well with this job. They were having site meetings with Lyle every Monday, but now they are up to having meetings every second Monday. Linda said the meetings have helped keep the project on track. There haven't been any unexpected problems, only the few things that could be reasonably expected, due to the nature of the work.

Rating

EXCELLENT	VERY GOOD	SATISFACTORY	FAIR	POOR	BAD
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VALUE PROPOSITION
Staff:
N/A

Customer Comments:
Linda had no suggestions as to anything that should be changed or improved with regard to service. She said these things never run smoothly, but she feels Next Constructions are doing their best. There have been a few things forgotten, but on the other hand, Linda said she has changed her mind about a hundred things, so it's all fair enough. Linda said she would recommend Next Constructions to others.

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

Customer Care International Comments:
Things are progressing well with this job and Linda is happy with the service and cooperation she has received. The site meetings have helped keep the project on track and Linda feels we are doing our best to keep things going smoothly. Linda would recommend Next Constructions to others.