

Customer Feedback Report

For: Next Constructions - Existing Clients



CUSTOMERCAREINTERNATIONAL

Report Number 8 to 8

Report Number: 8

Report Date: 03/04/09

Siren Design

Contact:	Joyce Chen	Reference
Address	Suite 4, Level 5 Grafton Bond building Suburb: Sydney State: NSW Post code: 2000	Phone No 92529441
Purchase Category	Client - during job	
Purchase Description	Please contact Joyce regarding project we recently tendered on but we were not successful on. We came second out of 5 tenderers and would like feedback on how we conducted our business during the tender period in terms of asking questions and submitting requests for information (RFI's).	

Rating

TENDER

EXCELLENT

GOOD

FAIR

POOR

BAD

Staff:

N/A

Customer Comments:

Today I asked Joyce what she thought of the way we conducted business during the tender period. Joyce said we were fantastic and she is very happy with the efficient way we handled the RFI's. Joyce said the major reason the other builders were chosen is that they were recommended by the clients, who really wanted to go with them. Joyce also said our pricing is pretty accurate. We were in the same price bracket as the other guys.

Rating

SERVICES CO-ORD

EXCELLENT

GOOD

FAIR

POOR

BAD

Staff:

Joseph Di Girolamo
Mark Di Noia

Customer Comments:

N/A.

Rating

VALUE PROPOSITION

EXCELLENT

GOOD

FAIR

POOR

BAD

Staff:

N/A

Customer Comments:

Joyce commented that she had nothing to complain about during her dealings with Next Constructions. She had no suggestions on how we could improve service. Joyce said she 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:

Joyce said her company is emotionally attached to Next Constructions. She is very happy with our performance, our communication skills and also with our pricing. Joyce would definitely recommend us to others.