

# Customer Feedback Report

For: Next Constructions - Existing Clients



CUSTOMERCAREINTERNATIONAL

Report Number 15 to 15

Report Number: 15

Report Date: 27/05/09

## Steve Watson & Partners

<b>Contact:</b>	Guiseppe Graziano	<b>Reference</b>
<b>Address</b>	432 Kent Street Suburb: Sydney State: NSW Post code: 2000	<b>Phone No</b> 92836555
<b>Purchase Category</b>	Client - post job	
<b>Purchase Description</b>	Revisit the site to rectify the defects from the original installation and ensure client satisfaction is achieved.	

TENDER	Rating				
	EXCELLENT	GOOD	FAIR	POOR	BAD
<b>Staff:</b>	<b>Customer Comments:</b>				
N/A	N/A				

SERVICES CO-ORD	Rating				
	EXCELLENT	GOOD	FAIR	POOR	BAD
<b>Staff:</b>	<b>Customer Comments:</b>				
Gerry Amorelli Joseph Di Girolamo	Today I spoke to Chantelle, who knew all about this project and the follow up work we did for them. Guiseppe wasn't able to comment today. Chantelle said we came back quickly to rectify the defects with this job and it is all fine now. The work has been done properly and as usual, Gerry's service was fabulous.				

VALUE PROPOSITION	Rating				
	EXCELLENT	GOOD	FAIR	POOR	BAD
<b>Staff:</b>	<b>Customer Comments:</b>				
N/A	Chantelle said her company works with Next Constructions all the time and they do building approvals for us. She also said Gerry and Guiseppe have become good mates. Chantelle recommends us to others.				

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

<b>Customer Suggestions:</b> No suggestions offered by customer.
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<b>Customer Care International Comments:</b> We came back quickly to rectify the defects with this job and Chantelle is very happy with our response and with the work we did. Everything is fine now and as usual, Gerry's service was fabulous. Chantelle recommends us to others.
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