

Customer Feedback Report

For: Next Constructions

Location:

Acct Name: Existing Clients

Report Number: 25

Report Date: 27/07/09



CUSTOMERCAREINTERNATIONAL

Tribe Studio

| | |
|--|---|
| Contact: Hannah Tribe Address Level 6, 110 Kippax St Suburb: Surry Hills State: Post code: | Reference Phone No 9211 3211 |
| Purchase Category Residential Refurbishment Description How was the tender process for 27 Gibson St Bronte? | |

Urgent Customer Issues:
No

General Customer Issues:
No

Additional Business Leads:
No

| TENDER | Rating | | | | | |
|--|---|-----------|--------------|------|------|-----|
| | EXCELLENT | VERY GOOD | SATISFACTORY | FAIR | POOR | BAD |
| Staff: Joseph Di Girolamo Lyle Harris | Customer Comments: With regard to our tender for 27 Gibson St Bronte, Hannah said she is very happy with our service and we did a great job on the tender. Hannah said we got the tender to her in a fantastic timeframe and it was very well presented. Unfortunately we were unsuccessful on this job, but Hannah said hopefully this won't be the case with future tenders. Hannah said we don't need to do anything better or differently, it was just a matter of someone else being really desperate for the job, a person who is a one-man band with lower overheads. Hannah would recommend us to others. | | | | | |

| SERVICES CO-ORD | Rating | | | | | |
|----------------------|-----------------------------------|-----------|--------------|------|------|-----|
| | EXCELLENT | VERY GOOD | SATISFACTORY | FAIR | POOR | BAD |
| Staff: N/A | Customer Comments: N/A. | | | | | |

| VALUE PROPOSITION | Rating | | | | | |
|----------------------|-----------------------------------|-----------|--------------|------|------|-----|
| | EXCELLENT | VERY GOOD | SATISFACTORY | FAIR | POOR | BAD |
| Staff: N/A | Customer Comments: N/A. | | | | | |

| | | | | | |
|---|------------------|----------------|-----------|-------------|--------------------|
| 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:
 Hannah thought our tender was prepared in a fantastic timeframe. It was well presented and she was very happy with our service. Unfortunately the job went to a person who was really desperate for the job, who had lower overheads. Hannah hopes we will be successful with future tenders and she would recommend us to others.