

15 November, 2006



Media Release

CLICK2KITCHENS SCORES 94.17% FOR CUSTOMER SATISFACTION

The judging process for the 2006 Australian Achiever Awards for Victoria's Building Repair, Restoration, Carpentry & Joinery Services category was completed on 15th November.

Click2Kitchens scored a highly recommended 94.17%.

Now into a ninth year, the Australian Achiever Awards are an independent, unbiased award system based on assessment ratings from a businesses' own customers - an indication of a well run business where satisfied customers are a sign that a business is healthy, worthy of praise and increased custom.

The award system focuses on seven criteria, each scored separately, namely: Time Related Service, Addressing Client Needs, Care and Attention, Value, Attitude, Communication and Overall Perception. The criteria are rated individually in percentage terms and the final score is an amalgam of these. Anything above 80% overall is regarded as exceptional and reflects outstanding customer service. A complete list of all businesses who have achieved over the last twelve months can be viewed at www.achiever.com.au

Some of the comments Australian Achiever received from Click2Kitchens clients are:

"We found, after getting several quotes, that they were very good value for money. They were very accommodating in regard to any changes. We had to alter some of our ideas because of the shape of our kitchen but we all worked together and got a satisfactory result. They were professional, friendly with good customer service skills and their workmanship was very good."

"From our first enquiries to the final outcome, we were very pleased with all aspects of their service. They were very timely, friendly, courteous and professional. Nothing was too much trouble and we were more than happy with the end result."

"They promptly answered my questions satisfactorily and were very obliging and friendly. The work was of good quality and they acted in a very professional manner throughout. They were recommended to me by someone else and I have been very satisfied with the end result."

ENDS: For verification of this report, please call
Geoff Harwood, Director, Australian Achiever, 1800 638 318.

Encourage

Recognise and

Promote Quality

Customer Service

in business