

21 February, 2008



## Media Release

### **ROSSMARK PTY LTD SCORES 97.88% FOR CUSTOMER SATISFACTION**

The judging process for the 2008 Australian Achiever Awards for NSW's Building & Construction Services category was completed on 20th February.

**Rossmark Pty Ltd** scored a highly recommended 97.88%.

Now into its eleventh 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 five years can be viewed at [www.achiever.com.au](http://www.achiever.com.au)

Some of the comments Australian Achiever received from Rossmark Pty Ltd clients are:

*"Rossmark are extremely professional, very attentive to the client's needs and we never had a cross word with them. We had two updates each week, one from the site manager and one from the owner. The quality of their work was exceptional as were their sub contractors. They finished the job well within the time frame and their customer service throughout was exceptional."*

*"Their promptness in getting back to me was a huge plus in my book, and their explanation of everything and time frames was excellent. The communication between Mathew and his sub contractors was excellent and all of them were very professional, friendly and polite. Their customer service was excellent and the quality of the work first class."*

*"Rossmark are very customer friendly and focused and keen to win the job. They were very understanding of my needs and very accommodating whilst working around me. All the team that I met were very professional and the quality of the work was outstanding. They met all our requirements and were willing to listen to me."*

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