

# Media Release

April 2007

Australian  
Achiever®

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Excellence in Customer Service

## ROSSMARK PTY LTD IN MIRANDA WINS CUSTOMER SERVICE AWARD FOR THE THIRD TIME

**Rossmark Pty Ltd** in Miranda has won the 2007 Australian Achiever Award for NSW's Building & Construction Services category, having previously won this distinction in 2004 and 2005.

Now in their tenth year, the Australian Achiever Awards are an independent, unbiased award system based on assessment ratings from companies' own clients – and are therefore an indication of a well run, healthy business, worthy of patronage.

The award focuses on seven criteria, 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 list of over 3500 businesses who have achieved this standard can be viewed at [www.achiever.com.au](http://www.achiever.com.au)

Rossmark Pty Ltd achieved a **98.73%** overall score for Customer Service and Relations, topping all other NSW Building & Construction Services businesses. The 2007 Australian Achiever Award proves Rossmark Pty Ltd continues to deliver on the promise of customer satisfaction.

Rossmark has been operating in the Sutherland and St George districts for over 30 years. The family business specialises in Design and Construction of first and ground floor alterations or extensions to existing dwellings. Client relationships are vital to the business philosophy, making certain clients are able to enjoy the process rather than fearing it.

Some comments received from Rossmark Pty Ltd customers were:

*We are delighted with Rossmark. They are all very professional, very courteous and extremely respectful. The subbies were all wonderful and everyone communicated well. There were no changes to the existing plans and we are very happy with the end result.*

*They were fantastic, they did everything that they said they would. They were not the cheapest quote but we were prepared to pay for what we wanted and we got just that. All the staff and contractors went above and beyond what we asked and nothing was too much trouble. They are a very professional team of people and we would use them again.*

*I wanted an extension done and found Rossmark in the Yellow Pages. From the moment I spoke to Mathew Earl from Rossmark I was confident that I had chosen the right company. They fulfilled all my needs, they were friendly, timely, professional and obliging. Rossmark's customer service was 100% at all times and the rest of Australia needs to be taught these skills.*

ENDS: For more information, go to [www.achiever.com.au](http://www.achiever.com.au) or contact Geoff Harwood at Australian Achiever on 1800 638 318 or call Matthew Earl at Rossmark Pty Ltd on 02 9525 5588.

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