

1 February, 2016



Media Release

WIZCRETE CONCRETE SOLUTIONS SCORES 91.31% FOR CUSTOMER SATISFACTION

The judging process for the 2016 Australian Achiever Awards for Australia's Architect Services, Building Design, Building Construction & Interior Design Services category was completed on 1st February.

Wizcrete Concrete Solutions scored a highly recommended 91.31%.

Now into its nineteenth year, the Australian Achiever Awards are an independent, unbiased award system based on assessment ratings from a business's 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

Some of the comments Australian Achiever received from Wizcrete Concrete Solutions clients are:

We used their services in order to re-do our driveway and were very happy with all our dealings with them. They made the whole process very pleasant, they understood what we were wanting to achieve and when it came to doing the job itself, their staff were always professional, well-presented and arrived promptly at the times we agreed on.

We had no problems with anything as it all ran very smoothly from start to finish. With each step we were advised of any possible problems but with solutions on how they could best be resolved. When we discussed any issues, they went into details using layman's terms we could understand. It was one of the best experiences I had ever had.

We were very happy with the end results of everything they did for us, which were great. Everyone was really friendly and helpful and were great at keeping us up with what was happening. The contractors' problem-solving abilities were impressive.

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

1 February, 2016



www.achiever.com.au

Australian Achiever Administration
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Mr H Felden
Wizcrete Concrete Solutions
1 / 34 Wyuna Road
WEST PYMBLE NSW 2073

Dear Mr Felden,

Following judging of the 2016 Australian Achiever Awards for Australia's Architect Services, Building Design, Building Construction & Interior Design Services category, you achieved a **91.31%*** score for your customer relations and service. This is an excellent result and shows that your customer service approach is one of the highest standard.

We are pleased to enclose your Highly Recommended Certificate for display in your premises.
(This Certificate and a complimentary Window Decal is enclosed between the cardboard sheets.)

The following analysis of your score across all customer and trade references provides an indication of how your business rates over seven customer service values:

Time Related Service – phone calls/appointments/delivery	90.00%
Client Needs – is the customer getting/given what they want	90.00%
Care and Attention – all dealings handled with expected care	95.00%
Value – does customer satisfaction outweigh the cost	96.67%
Attitude – politeness/friendliness/handling problems	95.56%
Communication – clarity/courtesy	84.09%
Referral – word of mouth recommendation	87.50%
Overall Perception – consistency/standard of work/presentation	89.81%

(*Please note that your overall score of 91.31% is not an average of the above seven value scores. Please call our office if you need further clarification.)

We asked your customer references to provide feedback comments on your areas of strength as well as areas they thought could be improved.

<p style="text-align: center;">STRENGTHS</p> <p>Workmanship. Communication. Problem-solving.</p>

<p style="text-align: center;">SUGGESTED AREAS FOR IMPROVEMENT AND/OR IDEAS FOR EXPANSION (given as constructive feedback)</p> <p style="text-align: center;">A closer understanding of a customer's needs?</p>
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Other comments received from your customers were:

We used their services in order to re-do our driveway and were very happy with all our dealings with them. They made the whole process very pleasant, they understood what we were wanting to achieve and when it came to doing the job itself, their staff were always professional, well-presented and arrived promptly at the times we agreed on.

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The overall National Winner for the category was Atkinson Pontifex Pty Ltd in Cheltenham, Victoria.

Australian Achievers' website provides the community with a listing of over 4000 businesses that have proved their commitment to customer service. This listing covers fifty separate business categories and the 2016 listing (Business name, suburb, phone number, awards status) for Australia's Architect Services, Building Design, Building Construction & Interior Design Services category will be added in the very near future.