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Property Search 4U
203-233 New South Head Road
EDGECLIFF NSW 2027

Dear Fred,

Following our earlier advice concerning your success in winning the 2011 Australian Achiever Awards for NSW's Real Estate Services category, we are pleased to present your Trophy and framed Winner's Certificate.

Enclosed is a sheet of Award logos, which you now have the right to use on your business stationary and promotional material, including advertisements. The use of this will alert potential clients to your commitment to customer service and relations. It 'flags' your excellent record and endows a unique benefit on your business that will attract custom. *We can email an electronic version of this logo on request.*

The following analysis of your **99.68%** score across all customer and trade references provides an indication of how your business rates over seven judging categories:

Time related service – phone calls/appointments/delivery	100.00%
Client Needs – is the customer getting what they want	100.00%
Care and attention – all dealings handled with expected care	100.00%
Value – does customer satisfaction outweigh the cost	100.00%
Attitude – politeness/friendliness	100.00%
Communication – clarity/informed	98.86%
Referral – word of mouth recommendation	97.92%
Overall perception – evaluates presentation of staff/premises/business	99.07%

(*Please note that your overall score of **99.68%** 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.

STRENGTHS
Knowledge.
They really put in the research and study beforehand and their communication is wonderful. The

SUGGESTED AREAS FOR IMPROVEMENT
AND/OR IDEAS FOR EXPANSION
(given as constructive feedback)
No comments received.

Other comments received from your customers were:

This is an outstanding business to work with. I think their overall service is excellent because their staff are so professional and efficient. They get the job done and to a very high standard.

They really put in the research and study beforehand and their communication is wonderful. The knowledge they have within their field shows that they really know what they're doing. They have great staff and an excellent overall service.

I gave them a very difficult brief and they did very well to manage it. They also understood that I was extremely busy at the time so could be very hard to contact but they managed their time around me very effectively. They were professional about everything and they did everything they could to achieve the results I was looking for.