

Media Release

TRANSCORP REMOVALS & STORAGE IN SUNSHINE WEST WIN CUSTOMER SERVICE AWARD FOR THE FOURTH TIME

Transcorp Removals & Storage in Sunshine West has won the 2011 Australian Achiever Award for Victoria's Relocation, Removals & Storage Services category. Transcorp have previously won the Australian Achiever Award in 2008, 2009 and 2010.

Now in their 14th 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 4500 businesses who have achieved this standard can be viewed at www.achiever.com.au

Transcorp Removals & Storage achieved a **99.26%** overall score for Customer Service and Relations, topping all other Victoria Relocation, Removals & Storage Services businesses. The 2011 Australian Achiever Award proves Transcorp Removals & Storage continues to deliver on the promise of customer satisfaction.

Established by John Christoforidis since 1987, Transcorp Removals & Storage is celebrating 23 years of experience in the industry. The business performs many moves with-in the Melbourne metropolitan area using their unique Fair Charging System and can also supply a fixed price home, office or interstate move.

Some comments received from Transcorp Removals & Storage customers were:

I called several removalists but the administrator at Transcorp quickly understood my needs, so won the tender. She was very professional, friendly, accommodating with excellent communication and customer service skills. The guys who delivered my goods were equally as professional and very hard working. I did not have so much as a scuff mark on my walls and no damaged goods. I cannot speak highly enough of the service I received from all the staff.

Transcorp Removals are very reliable, they offer a professional service and their staff are very friendly. This is a small business but they communicate well and their customer relations is excellent. They take good care of your goods and the price was reasonable.

Transcorp Removals went out of their way to help. John, their Manager, was very helpful and very accommodating. On the day the guys were very prompt, professional and knowledgeable. They communicated very well with me and took great care of my goods. Their customer service was excellent and they made the whole process very easy for me.

ENDS: For more information, go to www.achiever.com.au or contact John Christoforidis at Transcorp Removals & Storage on 1300 466 838. or call Geoff Harwood at Australian Achiever on 1800 638 318