

AUSTRALIAN ACHIEVER PTY LTD
T 0402 045 971
E award@achiever.com.au
W www.achiever.com.au
A PO Box 542, Kilmore, VIC 3764
australian.achiever.awards
@australian.achiever.awards



19 March 2021

Mr J Christoforidis
Transcorp Removals & Storage
29 Spencer Street
SUNSHINE WEST VIC 3020

Dear Mr Christoforidis,

RE: 2021 AWARD RESULTS REPORT

Following our earlier advice regarding **Transcorp Removals & Storage's** success in becoming the National Winner in the 2020 Australian Achiever Awards for Australia's **TRANSPORT, DELIVERY & RELOCATION SERVICES & SUPPLIES** category, we are pleased to present your notification of results.



**Transcorp Removals & Storage, NATIONAL WINNER
of the 2021 Australian Achiever Award for Transport,
Delivery & Relocation Services & Supplies.**

You **achieved a score of 98.20%*** for customer relations and service. This is an outstanding result and shows that your customer service approach is one of the highest standard.

REVIEW & RESULTS NOTIFICATION:

2021 Overall Score: 98.20%*

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

Time Related Service – phone calls/appointments/delivery	98.00%
Client Needs – is the customer getting/given what they want	98.33%
Care and Attention – all dealings handled with expected care	97.50%
Value – does customer satisfaction outweigh the cost	100.00%
Attitude – politeness/friendliness/handling problems	100.00%
Communication – clarity/courtesy	96.59%
Referral – word of mouth recommendation	97.92%
Overall Perception – consistency/standard of work/presentation	97.22%

(*Please note that your overall score of 98.20% is not an average of the above scores. Please call our office if you need further clarification.)

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

STRENGTHS

Careful handling of goods.
Timeliness.
Friendliness.
Helpfulness.
Communication (x2).

SUGGESTED AREAS FOR IMPROVEMENT

OR IDEAS FOR EXPANSION
(given as constructive feedback)

No comments received.

Other comments received from your customers were:

The team at Transcorp Removals & Storage have excellent communication skills and it is easy to discuss any changes with them. I was in contact with the person transporting my goods and they were very responsive. Booking in was seamless and there was zero damage to my goods, which is the first time in all of the moves I have done. I really felt taken care of through the whole process.

I found Transcorp Removals & Storage to be extremely friendly and helpful. I dealt with three different people during the move and they were all very consistent. They were proactive and pre-empted issues to make sure they did not happen. One of our items did arrive broken but they were extremely apologetic and offered to fix it. They were always on time and very responsive.

They treated us very well. Everyone from the staff on the phone for the initial inquiry to the guys who did the job and after the job was complete, they were all wonderful. They certainly went above and beyond with everything they did. They were all very courteous and careful, not just with us but even with the people around us when we moved into an apartment. We have had them move us both personally and professionally and we have a lot of expensive equipment, and nothing has ever come back damaged. I have been very happy with their service.

Staff that were specifically acknowledged for their remarkable service:

Stan (x2).
Clinton.
Person who did the quote.

HISTORY OF RESULTS

To enable you to further evaluate your customer service record, we are including your history of results in the Australian Achiever Awards:

1998	n/a	1999	n/a	2000	n/a	2001	n/a	2002	n/a	2003	n/a
2004	n/a	2005	n/a	2006	n/a	2007	n/a	2008	98.41%	2009	95.97%
2010	99.15%	2011	99.26%	2012	96.08%	2013	99.68%	2014	98.20%	2015	97.56%
2016	98.31%	2017	99.79%	2018	95.55%	2019	95.55%	2020	97.35%	2021	98.20%

A more detailed breakdown of your scores over the years you have entered can be provided at a cost of \$50 + gst. It will give you the history of your scoring at a glance across all our eight customer service criteria.

AUTHORISED LOGO

You now have the right to use your awarded Australian Achiever logo. The use of this alerts potential clients to your commitment to customer service and relations. It 'flags' your excellent record and endows a unique benefit on your business that attracts custom.

The Australian Achiever logo has proved to be a highly marketable endorsement of a businesses' excellent service levels. Every business that promotes their award benefits from the cumulative effect created by all the businesses that are using their Australian Achiever Award wisely. Use it on your business stationery, in marketing material, in advertisements, on your website, across social media, etc. Many businesses make extensive use of the Australian Achiever logo and have testified to gaining extra custom by promoting their Australian Achiever distinction.



The Australian Achiever logo™ is **Trademark** protected.

In order to guard its reputation and effectiveness for all businesses using the logo, we reserve the right to withdraw authorisation of use of the logo by any business that demonstrates it no longer respects the principle of quality customer service. **The logo you are authorised to use is represented by the logo on this page and must not be altered in any way without prior permission from Australian Achiever Pty Ltd.**

WINNER'S PACK:

The Winner's Pack, includes your prestigious jarrah wood Trophy, your framed National Winner Certificate and a winner's Window Decal for display in your premises. The pack will be delivered to you as soon as your trophy is complete.

A Media Release incorporating your results and customer comments will also be enclosed for your use. We recommend that you use this to get the word out about your success and in turn attract new clients. You can send it to your local paper, industry magazines, include in tenders, send to customers, include in a newsletter, display on a staff noticeboard, etc.

ONLINE RESULTS:

WWW.ACHIEVER.COM.AU Australian Achievers' website provides the community with a listing of businesses that have proved their commitment to customer service. This listing covers many separate business categories and the 2021 list (including business name, suburb, phone number and awards status) for Australia's Transport, Delivery & Relocation Services & Supplies category can now be viewed. Being included on the website listing means that your business is credited as one of the few businesses that treat its customers with due care, attention and respect.

ADDITIONAL MARKETING MATERIAL

To assist the promotion of your customer service excellence, we stock extra certificates, window decals and lapel badges, which may be purchased by simply contacting us.

- **Window Decals.** Single sided window decals, like that included in this pack, are available at \$15 + gst.
- **Lapel Badges.** An attractive gold and black glazed metal lapel badge (16mmx16mm). These badges display the Australian Achiever Logo with the words "Customer Service" and are undated. They are available from between \$5 to \$6.50 + gst each (price determined by qty).

STAY INFORMED:

In order to stay informed and up to date, we invite you to visit us on **Facebook** /australian.achiever.awards. Like and select 'See first' under Following, to be the first to hear about the awards schedule for the year, what categories are open and closing, when results are mailed, winner announcements and photos, and all things Australian Achiever! Feel free to like the page and we will return the compliment. You can also find us on **Instagram** @australian.achiever.awards and **LinkedIn** /australian-achiever-awards.



Tag us @australian.achiever.awards or use #australianachieverawards and #customerserviceexcellence to have your posts seen and celebrated.

Congratulations on your 2021 Australian Achiever Awards success! We wish you all the best and another successful year of trading.

Yours sincerely,

Jody Harwood

Director

Australian Achiever Awards // SHINING A LIGHT ON REMARKABLE CUSTOMER SERVICE