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MEDIA RELEASE

TRANSCORP REMOVALS & STORAGE WIN AUSTRALIAN ACHIEVER CUSTOMER SERVICE AWARD

Transcorp Removals & Storage, from Sunshine West VIC, has won the 2021 Australian Achiever Award for Australia's **Transport, Delivery & Relocation Services & Supplies** category. They are now a nine-time winner, having previously won this prestigious distinction in 2008, 2009, 2011, 2014, 2015, 2017, 2018 and 2020.

Now into its twenty-fourth year, the Australian Achiever Awards are an independent, unbiased award system based on assessment ratings from a business's own customers. The awards provide 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 focuses on eight criteria, namely: Time Related Service, Addressing Client Needs, Care and Attention, Value, Attitude, Communication, Perception and Referral. 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.

Transcorp Removals & Storage achieved a **98.20%** overall score for Customer Service and Relations, topping all other Transport, Delivery & Relocation Services & Supplies businesses to become the **National Winner**. The 2021 Australian Achiever Award proves Transcorp Removals & Storage delivers on the promise of customer satisfaction.

Established by John Christoforidis in 1987, Transcorp Removals & Storage has it all covered when it comes to removals and storage. They provide a complete door to door service with local, interstate and business relocations, offer short and long term storage together with professional packing and unpacking, supply packing materials and are AFRA (Australian Furniture Removers Association) accredited. They have also recently expanded to include new furniture deliveries for the major retailers and provide a complete end to end project management service for furniture fit-out & equipment, including receiving and unpacking 20ft / 40ft containers with a complete delivery service to any hotel, business or housing accommodation.

Some of the comments Australian Achiever received from Transcorp Removals & Storage clients are:

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.

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For more information go to www.achiever.com.au or contact:

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