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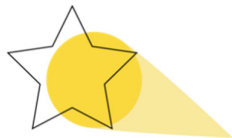
25 March 2024

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

Dear Mr John Christoforidis,

RE: 2024 AWARD RESULTS REPORT

Following the judging of Australia's **TRANSPORT, DELIVERY & RELOCATION SERVICES & SUPPLIES** category, in the **2024 Australian Achiever Awards** we are pleased to report that **Transcorp Removals & Storage** achieved a score of **98.61%*** for customer relations and service. This is an outstanding result and shows that your customer service approach is one of the highest standards.



Well done, Transcorp Removals & Storage has achieved and is awarded the 2024 Australian Achiever Highly Recommended status.

REVIEW & RESULTS NOTIFICATION:

2024 Overall Score: 98.61%*

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 – <i>phone calls/appointments/delivery</i>	100.00%
Client Needs – <i>is the customer getting/given what they want</i>	100.00%
Care and Attention – <i>all dealings handled with expected care</i>	100.00%
Value – <i>does customer satisfaction outweigh the cost</i>	93.33%
Attitude – <i>politeness/friendliness/handling problems</i>	100.00%
Communication – <i>clarity/courtesy</i>	95.45%
Referral – <i>word of mouth recommendation</i>	93.75%
Overall Perception – <i>consistency/standard of work/presentation</i>	97.22%

(*Please note that your overall score of 98.61% 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

Customer service (x2).
Efficiency.
Communication.

**SUGGESTED AREAS FOR IMPROVEMENT
OR IDEAS FOR EXPANSION**

(given as constructive feedback)

No comments received.

Other comments received from your customers were:

When I contacted Transcorp Removals & Storage they followed up very quickly and arranged a time to organise my move straight away. On the day they were on time and did everything efficiently, including dropping off, loading, and unloading everything for us.

I initially contacted Transcorp Removals & Storage online, and they called back very quickly. The lady I dealt with was extremely helpful; she answered all my questions and advised me on what we did and did not need regarding insurance. She was more helpful than other companies have been. They were not the cheapest, but I was extremely happy with their information and customer service, which is why I chose them. In the lead-up, they answered all my questions and followed up by email and phone. The removalists were efficient, polite and friendly when packing and unpacking with a fifty cubic metre container. Overall they were excellent.

I found Lily to be incredibly helpful and reassuring. She supported me in organising the move from Melbourne to Brisbane and advised me on many topics like how much I could put on the truck. Greg and Novak were nice, friendly, and motivated. I could not have been more pleased with them; they were lovely to deal with. And I was happy that I got to speak with people on the phone, instead of online.

Staff that were specifically acknowledged for their remarkable service:

John Christoforidis.
Lily.
Greg.
Novak.

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:

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%	2022	95.76%	2023	98.01%	2024	98.61%		

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:

The Australian Achiever logo has proved to be a highly marketable endorsement of a business's 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 logo will be emailed to you shortly. You can also request a colour or black/white electronic version by emailing us at award@achiever.com.au.

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

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.**



INCLUDED IN THIS PACK:

We are pleased to enclose your Highly Recommended Certificate for display in your premises. Also enclosed is a Window Decal of the Award logo which you are now authorised to use for the promotion of your business. The Certificate and Window Decal are enclosed between the cardboard sheets.

A Media Release incorporating your results and customer comments is also 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 it in tenders, send it to customers, include it in a newsletter, display it 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 2024 list (including business name, suburb, phone number and awards status) for Australia's Transport, Delivery & Relocation Services & Supplies category will be added very soon. 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.

You will be able to find your listing, plus entrants in your category including the National and State Winners in the next few weeks. *The **National Winner** for Transport, Delivery & Relocation Services & Supplies this year was Virago in Cheltenham, VIC.*

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 \$5.50 to \$7.70 + GST each (price determined by qty).

STAY INFORMED:

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 2024 Australian Achiever Awards success! We wish you a successful year of trading.

Yours sincerely,

Jody Harwood
Director

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