



## Media Release

### ROSSMARK PTY LTD IN SYLVANIA WINS CUSTOMER SERVICE AWARD FOR THE FOURTH TIME IN SIX YEARS.

**Rossmark Pty Ltd** in Sylvania Southgate Sylvania has won the 2009 Australian Achiever Award for NSW's Building & Construction Services category, having previously won this distinction in 2004, 2005, and 2007.

Now in their 12th 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 4000 businesses who have achieved this standard can be viewed at [www.achiever.com.au](http://www.achiever.com.au)

Rossmark Pty Ltd achieved a **98.94%** overall score for Customer Service and Relations, topping all other NSW Building & Construction Services businesses. The 2009 Australian Achiever Award proves Rossmark Pty Ltd continues to deliver on the promise of customer satisfaction.

Rossmark has been operating in the Sutherland and St George districts for over 30 years. The family business specialises in Design and Construction of first and ground floor alterations or extensions to existing dwellings. Client relationships are vital to the business philosophy, making certain clients are able to enjoy the process rather than fearing it.

Some comments received from Rossmark Pty Ltd customers were:

*It took us a long time to finalise the design of our home and Matt was very clever with coming up with proposals which addressed my husband's and my concerns and wants. We wanted him to build something that he had never built before. His attention to detail was excellent and he took the brief very seriously. His sub contractors were also very patient, friendly and obliging, and they paid great attention to detail. Matt expects the highest quality from the people who work for him. His follow up afterwards was fantastic and his customer service was great. It took eight months to complete and we are ecstatic.*

*The communication from the staff was fantastic and we felt very comfortable with them. They gave us regular updates and Mathew and all his staff were very professional and friendly. They kept their word and gave us all that they'd promised and any problems were rectified promptly. They went above and beyond and their customer service was excellent. Their trades people were very respectful and they kept everything very clean. The quality of the workmanship was outstanding and we are more than happy with the result.*

*I found the staff at Rossmark very professional, friendly, and showed a lot of enthusiasm in the project. Their communication was extremely good all the time and any issues were rectified promptly. The workmanship was of a very high standard and their customer service was excellent. We had a second storey put onto our house and Rossmark did everything perfectly all throughout the process. We know we got good value for the money and we are very happy with the end result.*

ENDS: For more information, go to [www.achiever.com.au](http://www.achiever.com.au) or contact Geoff Harwood at Australian Achiever on 1800 638 318 or call Matthew Earl at Rossmark Pty Ltd on 02 9525 5588.