



Media Release

TRANSCORP REMOVALS & STORAGE IN SUNSHINE WINS CUSTOMER SERVICE AWARD FOR THE SECOND YEAR RUNNING

Transcorp Removals & Storage in Sunshine has won the 2009 Australian Achiever Award for Victoria's Transport, Delivery & Freight Services category, having previously won this distinction in 2008.

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

Transcorp Removals & Storage achieved a **95.97%** overall score for Customer Service and Relations, topping all other Victoria Transport, Delivery & Freight Services businesses. The 2009 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 22 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:

Transcorp were prompt, well presented and helped me pack all my belongings and put them on the truck in a most professional manner. At the other end, they put everything where I asked without any problems, they even helped me set up the beds. Their customer service was excellent and I got real value for money.

Several people I knew had used their services and had been happy with the outcome so I decided to use them too when I wanted some furniture moved. He gave me a very reasonable quote. On the day, I found John and his team very professional, friendly, efficient, prompt and very reliable. His customer service was very good and now that I have used his services, I recommend him to others.

We were moving offices and we approached Transcorp for a quote. Their response to our queries and they quote was excellent. On the day, they did everything promised and more. They were very prompt, reliable, and efficient. Their customer service was excellent and they were a great team of people. They moved our entire office including stock and machinery and we felt we got very good value for money.