

27 May, 2008



Media Release

CLEMENTS ESTATE AGENTS PTY LTD SCORES 86.75% FOR CUSTOMER SATISFACTION

The judging process for the 2008 Australian Achiever Awards for Victoria's Real Estate Services category was completed on 28th May.

Clements Estate Agents Pty Ltd scored a highly recommended 86.75%.

Now into its eleventh year, the Australian Achiever Awards are an independent, unbiased award system based on assessment ratings from a businesses' own customers - 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 system focuses on seven criteria, each scored separately, 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 complete list of all businesses who have achieved over the last five years can be viewed at www.achiever.com.au

Some of the comments Australian Achiever received from Clements Estate Agents Pty Ltd clients are:

"Robert Clements is very hard working. He completed a complicated deal on our behalf very efficiently and he is very pleasant and professional to deal with. We were very happy with the sale."

"I dealt with the Principal, Robert Clements, and I found him to be very professional, and honest and true to his word. He was fully committed to the task of selling my property. He was a delight to deal with, friendly, obliging and I would not hesitate in recommending him for an award."

"We put our house in the hands of Clements to sell and we found Robert to be professional, most conscientious and friendly. Robert paid a lot of attention to detail, was a very hard worker and worked for us in our best interests. We had a very smooth sale and are looking forward to our new life interstate."

ENDS: For verification of this report, please call
Geoff Harwood, Director, Australian Achiever, 1800 638 318.