



30 May, 2007



## Media Release

### EPS PROPERTY SEARCH SCORES 96.93% FOR CUSTOMER SATISFACTION

The judging process for the 2007 Australian Achiever Awards for NSW's Real Estate Services category was completed on 30th May.

**EPS Property Search** scored a highly recommended 96.93%.

Now into a tenth 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](http://www.achiever.com.au)

Some of the comments Australian Achiever received from EPS Property Search clients are:

*"This is a very professional business and Patrick, the CEO, and Shirley, in the rental section, are outstanding. They go the extra mile and are very honest with high integrity. They are extremely efficient, knowledgeable and obliging to both landlords and renters. I would not deal with anyone else because they are so good."*

*"EPS were very professional, helpful and very thoughtful. I found them to be very informative, honest and up front. They met all our expectations and we got such a good result in a short period of time."*

*"EPS more than exceeded all our expectations. They had access on the internet to information about properties and the market value in specific areas. They looked at 65 properties on our behalf, before they found one they thought we may be interested in. They were very professional and accommodating. Their customer service was excellent. They were prompt in getting back to us and there was no pressure placed on us at any time. They had a wealth of experience in their team."*

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