

# Media Release

June 2005

Australian  
Achiever®

A A R D S

Excellence in Customer Service

## EPS PROPERTY SEARCH IN NEUTRAL BAY, TREATS CLIENTS THE BEST IN SYDNEY

**EPS Property Search** in Neutral Bay has won the 2005 Australian Achiever Award for Sydney's Real Estate Services category.

Now in their eighth 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 system 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 3000 businesses who have achieved this standard can be viewed at [www.achiever.com.au](http://www.achiever.com.au)

EPS Property Search achieved a **98.52%** overall score for Customer Service and Relations, topping all other Sydney Real Estate Services businesses. The 2005 Australian Achiever Award proves EPS Property Search delivers on the promise of customer satisfaction.

Established by Patrick Bright and Debbie Upward for five years, EPS Property Search now operates with a team of nine. The business is an exclusive Real Estate Buyers Agency, helping clients to buy homes and investment properties.

Patrick says "our task is to protect the buyer, guiding them through the entire buying process - sorting the facts from the "fiction" and dealing on a factual basis. At EPS we strongly believe in a collaborative approach. When clients come to us, every team member works on their property requirements."

Some of the comments Australian Achiever received from EPS Property Search customers were:

*"They are very understanding and considerate people who gave extremely professional and friendly service. They are very good communicators. Honest and trustworthy. They exceeded my expectations."*

*"Very professional, punctual and honest team. The staff are considerate, friendly, polite and helpful. They have a high level of integrity."*

*"They exceeded all my expectations. They were extremely professional, friendly, polite and honest. They have great communication skills and kept their word."*

ENDS: For more information, go to [www.achiever.com.au](http://www.achiever.com.au) or contact Geoff Harwood at Australian Achiever on 03 8503 7763 or call Patrick Bright at EPS Property Search on 02 9904 4722.

Encourage,  
Recognise and  
Promote Quality  
Customer Service  
in business