



Media Release

TRANSCORP REMOVALS & STORAGE WIN CUSTOMER SERVICE AWARD FOR THE SIXTH TIME.

Transcorp Removals & Storage of Sunshine West – Victoria, has won the 2017 Australian Achiever Award for Australia's Transport, Delivery & Freight Services category, having previously won this distinction in 2008, 2009, 2010, 2011 and 2014.

Now in their 20th 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.

Transcorp Removals & Storage achieved a **99.79%** overall score for Customer Service and Relations, topping all other Australia Transport, Delivery & Freight Services businesses. The 2017 Australian Achiever Award proves Transcorp Removals & Storage delivers on the promise of customer satisfaction.

Established by John Christoforidis in 1987, Transcorp Removals & Storage has it all covered when it comes to removals and storage. They provide door to door service with local, interstate and business relocations, offer short and long term storage and are AFRA (Australian Furniture Removers Association) accredited.

Some comments received from Transcorp Removals & Storage customers were:

I have moved with them three times now, and they were all large moves, requiring two trucks each time. Transcorp Removals & Storage trucks were always spotless, and the crew were happy to please. They packed, unpacked and placed furniture where we wanted, always with a positive and fun attitude. Not one of the team was slack, they were all hard workers and didn't leave until it was completely finished. They really do have amazing staff; nothing was a problem for them, every single team member has been willing to go above and beyond.

Moving house is usually quite a stressful time, but they actually took the stress away, so much so that I called John to thank him for an excellent job. He went above and beyond to get the job done without any hiccups. All the workers had clean shoes or removed them when entering the house. The entire team, from those in the office to the drivers and delivery staff, operated in a very professional manner. I also work in transport and logistics and am actually quite envious of the superb service they provide.

When it came time for me to move house, I was worried as I have lots of expensive and heavy furniture, a lot of which had to come down a narrow staircase, which was quite daunting. We did an initial walk around the house with Transcorp Removals & Storage, and they were very organised. It was a refreshing experience as they took all the stress off me and handled everything brilliantly. They measured everything perfectly and made sure I had the right size truck for the job. They didn't make one scratch on any wall or piece of furniture, and I couldn't have been happier. Every one of them was polite and helpful, far exceeding anything I had expected. They went about their business very professionally, and they were quiet and efficient which made it very relaxing for me. They were finished the move an hour before expected and did a brilliant job with outstanding service. I will definitely be using them again for my next move.