



Media Release

GREEN LIFE TURF WIN CUSTOMER SERVICE AWARD FOR THE SECOND TIME.

Green Life Turf has won the 2013 Australian Achiever National Award for Australia's Landscape, Nursery & Garden Services & Supplies, having previously won this distinction in 2009.

Now in their 15th 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.

Green Life Turf achieved a **98.94%** overall score for Customer Service and Relations, topping all other Australia Landscape, Nursery & Garden Services & Supplies businesses. The 2013 Australian Achiever Award proves Green Life Turf delivers on the promise of customer satisfaction.

Michael and Alexandria have a lifetime history in agricultural farming and draw on over 20 years experience in the turf industry. Green Life Turf operates with a team of 10 staff which include their three sons Patrick, Justin and Joshua. They specialise in growing and delivering the highest quality instant lawn to their landscapers and to the commercial and retail markets.

From the beginning it has always been their number one priority to ensure all their customers receive the highest standard of service. Having a staff of likeminded people who bring a high degree of experience and professionalism to the team results in customer satisfaction every time.

Some comments received from Green Life Turf customers were:

The staff at Green Life Turf work to ensure that their lines of communication with me are always kept open, they are very respectful and ensure that I am always kept in the know, which makes me very happy. They are a very good business to deal with.

Green Life Turf are fantastic to deal with. They have an excellent product and excellent delivery times, which is why I continue to use them after so many years. I would not use any other turf supplier. On top of that, their communication is second to none.

Green Life Turf are fantastic at sticking to their promised delivery times - they are rarely late, but if by chance they are running late maybe even by only 10 minutes, they call me to let me know, which I appreciate. They have great customer skills and I'm happy to say that they still, to this day, send me wine for Christmas, I find that great and it shows they appreciate my business.

ENDS: For more information, go to www.achiever.com.au or contact Michael Muscat at Green Life Turf on 02 4587 8711.