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## MEDIA RELEASE



### KEITH ROOT BUILDING SERVICES WIN NATIONAL AUSTRALIAN ACHIEVER CUSTOMER SERVICE AWARD

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**Keith Root Building Services**, based in Avalon Beach NSW, has won the 2023 Australian Achiever Award for Australia's **Architect Services, Building Design, Building Construction & Interior Design Services** category.

Now in its twenty-sixth year, the Australian Achiever Awards are an independent, unbiased award system based on assessment ratings from a business's own customers. The awards provide 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 eight criteria, namely: Time-Related Service, Addressing Client Needs, Care and Attention, Value, Attitude, Communication, Perception and Referral. 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.

Keith Root Building Services achieved a **97.83%** overall score for Customer Service and Relations, topping all other Architect Services, Building Design, Building Construction & Interior Design Services business applicants to become the **National Winner**. The 2023 Australian Achiever Award proves Keith Root Building Services delivers on the promise of customer satisfaction.

Established by founder, Keith Root in 1986, Keith Root Building Services have been building & renovating residential homes on the Northern Beaches in Sydney for more than 35 years. A family-owned business, Keith's eldest son Tony Root is now at the helm. Covering all facets of the residential building market, their focus is on delivering a customer experience that not only exceeds expectations but ultimately changes the way that their clients live. Tony commented "We are humbled to be recognised by our customers in this way. Results like this are only possible through the hard work and passion of the team!"

Some of the comments Australian Achiever received from Keith Root Building Services customers are:

*I love working with Keith Root Building Services. They have worked hard for us, and the team members respect us. Their communication is excellent. Jen is fabulous to deal with. They are always on-site and on time, and this includes the sub-contractors.*

*I could not be happier with Keith Root Building Service. Tony is easy to deal with and has a great personality. He and the team have been fantastic in all dealings. Plus the quality of their workmanship is very high.*

*We had an extremely tight timeframe for our build of around ten weeks, which they were able to meet. I was so pleased that they finished the job on time and on budget. They are top-shelf tradespeople who take pride in their work. We could tell that they had a lot of experience. It was a seamless process from start to finish of the project.*

*Right from the start, Tony was superb. He knew what we wanted and had solutions to any issues. I appreciated that he was happy for us to make changes at any time. His approach was direct and no-nonsense. The team paid lots of attention to detail, and they were all friendly and polite. I was very impressed. And we got an excellent result.*

- ENDS -

For more information go to [www.achiever.com.au](http://www.achiever.com.au) or contact:

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