

18 February, 2004



## *Media Release*

### **ENO TECHNOLOGIES PTY LTD SCORE 94.28% FOR CUSTOMER SATISFACTION**

The judging process for the 2004 Australian Achiever Awards for Melbourne's Internet & Computer Services & Supplies category was completed on 18th February.

**Eno Technologies Pty Ltd** scored a highly recommended 94.28%.

Now into a seventh 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 and worthy of praise.

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 twelve months can be viewed at [www.achiever.com.au](http://www.achiever.com.au)

Some of the comments Australian Achiever received from Eno Technologies Pty Ltd clients are:

"A small and personable business. They offer good service, good value. They appear to treat their customers as first priority."

"Absolutely professional. They give a high level of commitment. I am impressed with their adherence to timelines. They are quite unique."

"Excellent to deal with. Great value hosting. They are friendly, outgoing, efficient, professional and prompt."

ENDS: For verification of this report, please call  
Geoff Harwood, Director, Australian Achiever, (03) 8503 7763.

*Encourage,  
Recognise and  
Promote Quality  
Customer Service  
in business*