

May 2019



## Media Release

### PACIFIC SECURITY GROUP SCORES 96.08% FOR CUSTOMER SATISFACTION

The judging process for the 2019 Australian Achiever Awards for Australia's Security Industry - Electronic Security category was completed on 2nd May.

**Pacific Security Group** was awarded Winner for this category.

Now into its twenty-second 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 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 award status over the last few years can be viewed at [www.achiever.com.au](http://www.achiever.com.au).

Some of the comments Australian Achiever received from Pacific Security Group clients are:

***The staff at Pacific Security Group are great. When I see the technicians, they are always well presented and dressed nicely. They communicate well, are very responsive, and do an excellent job at a fair price.***

***Pacific Security Group provides exceptional customer service. They are prompt to follow up any type of enquiry I have for them, and always give precise answers. Their promptness in following up when an alarm goes off is excellent. They are always great to deal with.***

***They are a very professional outfit and good at what they do. They are always on time and have been consistently great to deal with. I have been impressed with the alarms and monitors.***

***The team have excellent communication skills and explain everything really clearly. In particular, Tracy has been awesome. Overall I have been very pleased with them; they are just a great company.***

- ENDS -

For verification of this report, please contact

Jody Harwood, Director, Australian Achiever Pty Ltd, 0402 045 971, [award@achiever.com.au](mailto:award@achiever.com.au).