

# TEACHER RELIEF SERVICES IN HASTINGS TREATS CLIENTS THE BEST IN VICTORIA.

**Teacher Relief Services** in Hastings has won the 2009 Australian Achiever Award for Victoria's Employment, Training & Consultancy Services category.

Now in their 12th 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. A list of over 4000 businesses who have achieved this standard can be viewed at [www.achiever.com.au](http://www.achiever.com.au)

Teacher Relief Services achieved a **99.68%** overall score for Customer Service and Relations, topping all other Victoria Employment, Training & Consultancy Services businesses. The 2009 Australian Achiever Award proves Teacher Relief Services delivers on the promise of customer satisfaction.

Established by Natalie Petersen for fifteen years, Teacher Relief Services operates with a team of six. The business supplies emergency teachers for schools in Mornington Peninsula, including Cranbourne and Westernport.

Some comments received from Teacher Relief Services customers were:

*Their provision of service and understanding of the context and immediacy of need, is exemplary. Their business couldn't service our needs any better. They are professional but friendly, with outstanding customer service. They always listen to our needs and provide excellent candidates. They communicate exceptionally well and they continually train their people to keep them up to date.*

*The staff are very professional in the way they handle our problems. They try to match the right person to the grades and they resolve any issues or problems straight away. I feel very comfortable in ringing them and they always welcome feedback. They are happy to work with us and are very approachable.*

*I find the staff very professional and very personable with good communication skills. They are very in tune with our needs. If there are any issues, they are quick to respond and they are generous and very accommodating. They send us good quality teachers so we feel we get value for money. Their customer service is excellent and we have no intention of changing to anyone else.*

ENDS: For more information, go to [www.achiever.com.au](http://www.achiever.com.au) or contact Geoff Harwood at Australian Achiever on 1800 638 318 or call Natalie Petersen at Teacher Relief Services on 5979 8961.