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## MEDIA RELEASE



### DK DESIGN KITCHENS SCORES 97.25% FOR CUSTOMER SATISFACTION

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The judging process for the 2020 Australian Achiever Awards for Australia's **Architect Services, Building Design, Building Construction & Interior Design Services** category was completed on 5th March.

**DK Design Kitchens** scored a highly recommended 97.25%.

Now into its twenty-third 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, each scored separately, namely: Time Related Service, Addressing Client Needs, Care and Attention, Value, Attitude, Communication, Overall 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. 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 DK Design Kitchens clients are:

*I was so impressed with their showroom, it is incredible. The team, along with their contractors, were so easy to communicate with. They returned calls immediately, were always professional, and their knowledge about the products was exceptional. They willingly helped and provided advice to help us improve what we had chosen. In fact, when they came out to measure up, they suggested changes that made the kitchen easier to use. Taking that advice was the best thing we ever did. We used a different company previously, but DK Design Kitchens was hands down better.*

*We are extremely happy. We started the process in September and wanted it done before Christmas, and they did it. They were very professional and listened to us. We wanted so many things and didn't know how we could have them all work together, but Paul, their designer, was wonderful and made it work. The design was great; they took the time to explain what we could try, had really good ideas, and had no problems with us going back as many times as we liked to ask questions or make suggestions and changes. They coordinated the project really well and were always available to us. Since completion, they have called and visited to check we are happy. We love it.*

*DK Design Kitchens are very professional at what they do, and I am very happy with the result. We had one issue come up with our most recent build, a tabletop I ordered was delayed, which was not their fault, but I was very happy with how they handled the issue. I have been a long-term customer of theirs and keep coming back.*

- ENDS -

For verification of this report, please contact:

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