



Media Release

BALDWIN CONSULTING GROUP PTY LTD WINS CUSTOMER SERVICE AWARD.

Baldwin Consulting Group Pty Ltd, South Melbourne, has won the 2014 Australian Achiever Award for Australia's Function, Conference, Event & Exhibition Services category.

Now in their 16th 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.

Baldwin Consulting Group Pty Ltd achieved a **98.31%** overall score for Customer Service and Relations, topping all other Australia Function, Conference, Event & Exhibition Services businesses. The 2014 Australian Achiever Award proves Baldwin Consulting Group Pty Ltd delivers on the promise of customer satisfaction.

Established by Gary Baldwin for 23 years Baldwin Consulting operates with a team of six. The business now specialises in professional Conference organization. Gary says "Baldwin Consulting Group can manage every aspect of an event from start to finish or assist with specific areas beyond resources. We can consult on key aspects to provide advice and guidance, and with our personal and caring award winning service, we offer excellent value for money."

Some comments received from Baldwin Consulting Group Pty Ltd customers were:

We have used Baldwin Consulting Group a number of times over the past four years and we deal regularly with Gary and Liz, who are the owners of the business. I think the service they provide is great because they bring great attention to detail to our functions and they are very understanding of our needs and requirements. We work well with them and they are always helpful and co-operative. All their staff have a very professional attitude but I also think that they show support and demonstrate that they are kind-hearted too.

We find Baldwin's staff are very responsive to our needs. I think they are very transparent in how they deal with their clients and are always great value for money. They always present different options for all ideas and thoroughly discuss them with you so you know what you are going to get without any surprises. This is a very tailored service that understands and responds to the client's wants and needs. I think they are very good at what they do.

I think Liz and the team are very professional. They always bring items that should be addressed to our attention and they ensure the whole process runs smoothly. We will contact each other by email and phone as well as having meetings. This business is professionally run so our functions always run to the agenda. Liz is thoroughly across the relevant timetable and will predict things that may happen so any potential trouble spots are removed. We wouldn't go to another business as we are extremely happy with their service. Nothing gets left until the last minute.

ENDS: For more information, go to www.achiever.com.au or contact Gary Baldwin at Baldwin Consulting Group Pty Ltd on 9645 9858.