



CUSTOMER FOCUS: Adam Brown, Tony Compton, Jessica Egan and Cristen Cable are part of the team at Tony Cant Real Estate Maitland.

Keeping customers happy a top priority

Keeping customers happy is an important factor in real estate. But the team at Tony Cant Real Estate Maitland knows they must be doing something right as they have once again been nominated as a finalist in the Hunter Local Business Awards for Outstanding Real Estate Agency. "We have now been nominated as a finalist more than 11 years in a row now," marketing manager Cristen Cable told the Maitland Mercury. "I think this is a great result because we are not only up against

other real estate agencies in Maitland, but also in Newcastle for our overall customer service and it is up to our customers to nominate us." The Hunter Local Business Awards are conducted over 11-weeks. A rigorous judging process is undertaken to assess individual finalist businesses from the customer's point of view. For most categories, independent mystery shoppers visited each finalist anonymously and assessed the business using detailed criteria.

They will rate the performance of the business in the areas of:

- ▶ presentation
- ▶ products
- ▶ value for money
- ▶ customer service.

"We have won seven times out of the 11 times we have been nominated for these awards and we are looking forward to the awards ceremony on August 5 and hope this will be another great year," Ms Cable said. Tony Cant Maitland's property manager Jessica Egan was also nominated as a finalist for the

Outstanding Youth Award. Ms Egan, 23, hails from Largs and was nominated by her bosses who saw much potential. "As property manager I look after about 350 landlords and tenants and I've been here about six months," she said. "I am a people person, I really like doing this job and dealing with people. It's a challenge keeping everyone happy all the time, but it's a challenge I love to take on and I work at maintaining good service for our clients."

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