

First name: Ian

Last name: Elliott

Company name: RT Taranaki Ltd

Choose award: Excellent Customer Service Award sponsored by Vertex Standard

I am a current RFUANZ member: Yes

Does the nominee accept the nomination? Yes

Does any third party referenced in the nomination application consent to the use of their name? Yes

I have read & accept the terms and conditions: I have read & accept the terms and conditions [1] of nominating/applying for an Industry Excellence Award.

Comment:

Ian Elliott is Director and Head Technician of RT Taranaki Ltd which opened in April 2016. With a wealth of experience gained through more than 30 years working in related industries, Ian has provided Installations, Sales, Service, Repairs, and Leasing of RT, CB, and Telecommunications Solutions and equipment throughout Taranaki to an ever increasing customer base. His efforts have seen RT Taranaki Ltd grow steadily due to his ability to provide quality service and knowledgeable, down to earth support. I nominate Ian Elliott for the Excellent Customer Service Award.

RT Taranaki Ltd has hit the ground running in its first year, exceeding all projected sales targets and projections. Customer focus and service excellence has been maintained throughout largely due to the efforts of Ian Elliott. Ian's quality of professional workmanship and technical support are often highly praised by RT Taranaki Ltd.'s repeat customers.

In a world of throw away products, Ian's old fashioned service and integrity has meant the clients trust him with the day to day maintenance and advice on upgrading of their equipment to keep their businesses running.

Testimonial Letter from Helen Cheyne – Certified Supply Manager – Firth Taranaki

I have been working with Ian for many years and have always found him the perfect contractor.

He is easy to get hold of; his response time is quick and he is always very honest on his availability.

If Ian says he will be there at a certain time he will be.

He has never let me down and because he gets the same electronic fault reports that I do, sometimes by the time I get hold of him, he has the fault under control or completely eliminated.

Ian is very polite and humble and an absolute pleasure to work with.



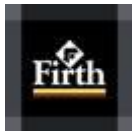
Helen Cheyne | Certified Supply Manager (Taranaki)



Testimonial Letter from Andrew Holt – National Logistics Support – Firth New Zealand.

“In some ways, it is quite hard for me writing a testimonial for Ian, partially because I am not the direct contact, but more so because I have little to do with him generally. This is because he consistently does the job right, first time and so I don’t have to go back to him. In fact he has usually resolved any issues before I am even aware of them, which means that from what I can see, there are very few faults for Firth in the Taranaki area.

I deal with a number of RT service providers around the country. There are those who just want to sell you new RTs. Then there are those who do try to service and repair the existing fleet of RTs. But the providers I most appreciate are those who take an interest in the systems that are attached to the RTs (in our case a fairly sophisticated GPS system) and at the same time they want to understand the business needs behind these systems and how best they can cater for them. Ian definitely fits into this third category of provider and as a result he has my continuing loyalty as a preferred supplier for Firth Industries.”



Andrew Holt | National Logistics Support

