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IT LISTS Johnson & Johnson and SIS Sugar among some of its clients.

It undertakes \$100,000 worth of major renovation works of landed property regularly.

But for Earnest Interiors and Renovation Company, it does not matter if it is a large-scale renovation job or a simple paint job for a three-room flat – the company undertakes any job earnestly, placing customer satisfaction as its No 1 priority.

For Earnest, which is one of the many contractors listed on NTUC Income's Big Trumpet website under its MyHome referral service, it is this philosophy which the company says keeps it in business in this depressing economic climate.

"About 90 per cent of our business comes via referrals and word-of-mouth," said Ms Chanel Chua, sales and administration executive of Earnest.

"We don't advertise in magazines," said Earnest's sales manager James Lim.

"So, we depend on recommendations from past customers and referrals by NTUC Income.

"To us, a renovation job is very personal. If you do a good job, people will remember you and recommend you to their friends.

"Put simply, we owe our phenomenal growth to repeat business and word-of-mouth."

Earnest's philosophy means that it treats every job with care and attention, no matter how small-scale the job is.

One satisfied customer who would vouch for this is Mdm Christina Han, who was referred to Earnest by the Big Trumpet website when she requested the service of a house-painter to paint her aunt's three-room flat in Aljunied.

She paid less than \$700 to get the whole house painted and she got more than she asked for.

Said Mdm Han: "The whole house had not been painted for more than 26 years.

"The walls were in a terrible state

A community service by **INCOME** Cooperative ... A Better Life

# A simple paint job goes a long way

Customer satisfaction is contractor's calling card



and there were electrical wires dangling all over the place.

"But James and his team did a terrific job. The workers went the extra mile by scrapping the oily and dirty walls twice and they also fixed the wires.

"They also cleaned and washed the floor at the end of it.

"For less than \$700, it was more than we had asked for."

Mdm Han wrote a thank you note to NTUC Income and to Earnest, stating that she would not hesitate to recommend the renovation company to her friends and relatives.

Income, which is affiliated to 180 service providers in 34 trades like air-conditioning, car servicing, child-

care, electrical and food catering, says more than 2,000 households call its hotline every month to attend to their household needs.

It makes 36,000 referrals yearly, of which 60 per cent became actual transactions.

Of this figure, 95 per cent of customers were satisfied.

"Beyond being just a listing service, Income is prepared to back up the performance of these service providers by offering a three-month service warranty," said Income's assistant manager for referral services, Mr Edgar Wong.

"We constantly review our service providers' performance and we have a system in place to grade them."

Be it a large-scale renovation job (above) or a paint job for a three-room flat (below), Earnest's contractors undertake the work earnestly.



## Maid services under one roof



HAVING a maid makes life easy.

Hiring one, or renewing their contracts, though, can prove quite a chore.

In fact, most of us find ourselves having to apply for leave from work just to settle the administrative matters pertaining to our foreign maid.

Now, you can do away with the hassle.

From renewing a work permit to claiming the levy after your maid's home leave, BigTrumpet.com offers affordable and comprehensive maid services that spares you the need to even step out of your home.

One of the employers who have found NTUC Income's Foreign Maid Services useful is a sales

engineer Ms Ng Yah Hoe.

"As a working person, I find this arrangement very convenient and Income is very flexible," she said. "Someone came to collect all the documents, he did all the necessary work for me, then he returned all the documents. The best thing is, it was all done after office hours, so I didn't have to take leave."

For Ms Ann Chia, a 50-year-old nurse, Income also helped to keep track of the day she had to renew her maid's work permit.

"When I called Income early this year, they said it was too early for me to renew my maid's permit," she said.

"The officer I spoke to promised

to call me closer to the time.

"To my surprise, he kept his promise and called me in June.

"I used to get my agent to settle the administrative stuff, but his service wasn't that good. So, I turned to NTUC Income when my maid was going on home leave.

"The officer who came to my house gave me good advice and I was impressed with the kind of service that he was able to provide. I'd recommend it to anyone."

Ms Chia also turned to Income when her drain pipes needed fixing, though she did not know that the service was available.

"I called the hotline, 6788-6166, and to my surprise, they provided that service too!"