


## **AZZI Tiling Contractors Success Story**

### **Customer Profile - Sydney Sheraton on the Park**

*"Azzi Tiling Contractors continue to provide high quality work at a cost-effective price for our Projects, Renovations, Repairs and Maintenance requirements. An important factor from our point of view is that they are always readily available and deliver on-time, the high level of finish and attention to detail expected by the Sydney Sheraton"*

Cliff Jones  
Asst. Chief Eng  
Sydney Sheraton on the Park  
October 2007



### **Background**

Sydney Sheraton on the Park is a leading five-star hotel located directly opposite Hyde Park, in the heart of Sydney. From the moment you walk through the grand entrance, you will enjoy all that this hotel has to offer as the benchmark of classic five-star hotels in Sydney. The 557 guest rooms and suites combine contemporary styling with classical themes.

### **The Story**

A hotel of this grandeur and status has very high expectations in the quality and workmanship delivered in meeting its Tiling, Waterproofing and Rendering needs for Projects, Renovations, Repairs and Maintenance.

Azzi Tiling Contractors provides the Sydney Sheraton with a dedicated team of highly trained skilled tradesmen, committed to providing a superior level of finish and attention to detail that is consistent throughout the job. Whether the work involves a renovation project for improvement to the hotel kitchens, upgrade and waterproofing of bathrooms, toilets and showers, or minor maintenance repair – customer satisfaction is guaranteed.

In order to provide this high level of satisfaction, the management at Azzi Tiling is committed to personally undertaking quality inspections and post work reviews.

Our quality inspection and review procedures ensure results always meet or exceed customer expectations and also advise and undertake preventive maintenance and repairs upon informing and receiving approval from the customer.

*"We are committed to planning, doing and reviewing in delivering the best quality work for the Sheraton Hotel. Also very important is maintaining a close relationship with the customer. In this way, we ensure that service delivery meets customer expectation –*

*It is these two things put together make a difference in today's industry"* George Azzi

All customers, with the Grand Sydney Sheraton on the Park being no exception, demand a service that is able to start and finish a job on time and according to customer needs. Whether it's for routine service an emergency call or project work, our highly trained tradesmen are always available to respond to client needs.

Much of the success between Azzi Tiling Contractors and the Sydney Sheraton is being able to provide the best service for a cost effective price. At Azzi Tiling Contractors, our motto is a long term relationship with a satisfied customer receiving services at a cost reduced price will always be better than a short lived immediate profit.