



**MEDIA RELEASE**

**Thursday, 15 July 2010**

## **COLES PEREGIAN SPRINGS RANKED NO.1 FOR CUSTOMER SERVICE**

Coles has named its store at Peregian Springs Shopping Centre as number one in the country for customer service, as part of its *Customer First* program.

The store, which is located at the Peregian Springs Shopping Centre, brought to you by FKP, claimed the number one position over 780 Coles' stores nationally.

Store Manager Ryan Martin is proud of his team's achievement and relishes in the fact that "our entire team at Coles Peregian Springs are passionate about customer service and they demonstrate this through their actions to ensure that customers always come first".

FKP Executive General Manager Commercial and Industrial Andrew Hall said the friendly atmosphere of the Peregian Springs masterplanned community extended right through the Peregian Springs Shopping Centre.

Centre Manager Donna Best agrees: "The store really does have a different feel as you see the Store Manager on the floor with his team and talking with his customers. It's the caring attitudes of all of the employees that creates a friendly shopping experience."

Customers regularly provide feedback to both Coles and the Centre and this is what they are saying;

*'I really like the feel of shopping here. The team members are always helpful and friendly. It has a real neighbourhood corner store feel to it.'*

*'Today there were a few customers coming to the checkout at once- before we even arrived there was a callout for extra tills to open and not one person was kept waiting – that's what I love about Peregian Springs'*

Peregian Springs Shopping Centre, now commencing its third year of trading, prides itself on customer loyalty through good service. The centre offers ease of shopping, convenience, a quality range of 15 specialty retail stores, professional services and a medical centre.

Peregian Springs Shopping Centre is located within the Peregian Springs community on the corner of the Sunshine Motorway, Peregian Springs Drive and Ridgeview Drive.

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### **FKP**

FKP is a leading Australian property and investment group. Our strategy of diversification and integration has enabled us to build a comprehensive property portfolio that capitalises on our proven expertise in development, construction, land subdivision, retirement village ownership and management, property investment and asset management. Over more than thirty years our portfolio has grown to include mixed-use, land, retail, residential, retirement, industrial and commercial assets that define how hundreds of thousands of people live, work, retire and invest.

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