

customercare

From: JustLoveKidz JustLoveKidz
Sent: Monday, 27 January 2014 9:28 p.m.
To: customercare@ciseern.com
Subject: Compliment - Jason Tan Jun Quan

We would like to take this opportunity to express our appreciation and compliment our ID, Jason Tan Jun Quan , for making our dream home comes true.

Like other first time owner, my husband and I went to forum(renotalk) and search for the review of most recommended ID firms. Mostly were negative remarks, especially those ID firm at EXPO. Stories of bad experience with those irresponsible and dishonest ID firms, attribute to our selection on the ID firms .Throughout the search of ID firms, we had spoken to at least 8-10 of them and received several quotations. In the end we shortlisted 3 design company, the first company was my first choice as I was very impressed with their show flat, the second choice was friends' recommendation and the last choice was Ciseern.

Upon the first meeting with Jason, he gave us the most professional presentation as compare with other ID designer, which really impresses us. Even all the follow-up meeting , Jason attends to our needs with sincerity, give us his invaluable advices response to our queries which no other designer does. He shared plenty of practical ideas, without compromising the outlook of our unit. We are very satisfied with his high level of customer service and expertise. Therefore our final decision was Ciseern.

It was a fuss-free and pleasant journey with Jason during the course of our renovation work. Despite the minor hiccups during the work, Jason was very professional and solution-oriented. In fact he was very prompt to reply queries be it SMS or phone call, we appreciate this very much as we know some or most ID are not very responsive to SMS or phone call from owner.

His professionalism guided us on selecting the style and colours that suit the theme for our house. His effort in ensuring that the high quality of the renovation is maintained, it is being recognized throughout the whole renovation process . Besides that, he never fails to listen patiently to our requests and always tries his best to fulfil our demands. He also contributed good ideas with regard to the layout and choices of furniture and fixtures with his expertise. He also went extra mile to do the shopping of the furniture, lightings and accessories etc.

Towards the end of the renovation, though there were some defects that need to be touch-up and rectified. Jason had no qualms in rectifying the defects and he personally inspect the touch-up and ensure it's satisfactory. He remain contactable even after handover, which we really appreciate his high level of work performance .

We were very satisfied with the final results and would like to thank Jason for his effort in ensuring great standards of service and result for our cozy home. We were also pleased with the workmanships of Ciseern, we will not hesitate to recommend him to our relatives or friends who want to renovate their house.

Thanks

Andrew and Raine

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