



Service does count! KFC signs with Customer Feedback Systems Australasia

CFS Australasia is proud to announce that KFC, a division of Yum Restaurants International, today contracted with CFS for the implementation of the CFS service measurement system in Australia.

KFC Australia has decided to adopt and implement the highly successful customer feedback system designed and developed by CFS International in a select number of stores in New South Wales as part of its new approach to service delivery and customer satisfaction measurement.

"Fast, friendly service ensures that KFC keeps its customers coming back. CFS Australasia specialises in providing real time, easy to act on information regarding service delivery to managers and staff. The days of not being able to measure, and therefore, manage, the service that customers receive are over! Customers can now comment quickly and easily on their service experience every time they come in for a meal. This will help KFC monitor and refine its service delivery processes on a day to day basis." said Desmond McGuirk, Sales Director of CFS Australasia.

For further information, please contact Desmond McGuirk at 1300 850 680.