

*How satisfied are my customers?*

**NPS+**

**Monitoring your customer relationship  
through a real time feedback metric which is  
specifically designed for property**

# NPS+

## Always on Customer Sentiment

### Service overview

In collaboration with our technology partner Skyfii, Brickfields Consulting have developed an industry standard for measuring visitor satisfaction within workplaces and retail environments. This real time information is accessed through a digital dashboard and allows the user to monitor perceptions across the portfolio of assets. NPS+ is designed for physical venues with loyalty, conversion and satisfaction measures linked to actionable drivers.

### Who

Asset managers and owners

### Value

Cost effective means of receiving real time feedback from your customers



**BRICKFIELDS™**

brickfields.com

**Sydney**  
20-40 Meagher Street  
Chippendale NSW 2008  
T +61 2 9699 3113

**Melbourne**  
6 Albert Coates Lane  
Melbourne VIC 3000  
T +61 3 9329 6819

**Singapore**  
One George Street #10-01  
Singapore, 049145  
P +65 3158 6745

## Get in touch...

**David Grant**  
Managing Director

0449 164 089

*[david.grant@brickfields.com](mailto:david.grant@brickfields.com)*

**Jeanette Lambert**  
CEO

0412 331 915

*[jeanette.lambert@brickfields.com](mailto:jeanette.lambert@brickfields.com)*

**Belinda Lord**  
General Manager

0488 765 065

*[belinda.lord@brickfields.com](mailto:belinda.lord@brickfields.com)*