

VHT Client Satisfaction Results

Results gathered from VHT's Mid-Year Client Satisfaction Survey 2007

Q1. The service and responsiveness I received from Client Services when I called in with a question or to place an order was:

ANSWER OPTIONS	RESPONSE %	RESPONSE #	MET OR EXCEEDED EXPECTATIONS
Excellent (exceeded expectations)	55.1%	420	98.11%
Good	33.9%	258	
Average (met expectations)	6.4%	49	
Below Average	2.6%	20	
Poor (no expectations were met)	0.8%	6	
N/A	2.8%	21	
Please provide any additional comments/suggestions			61
Answered questions			762
Skipped questions			8

Q2. The turnaround time for my orders including call back from photographer, the shoot date available, and final delivery of photography/tour was:

ANSWER OPTIONS	RESPONSE %	RESPONSE #	MET OR EXCEEDED EXPECTATIONS
Excellent (exceeded expectations)	46.3%	351	93.46%
Good	35.1%	266	
Average (met expectations)	11.0%	83	
Below Average	6.3%	48	
Poor (no expectations were met)	1.5%	11	
N/A	1.2%	9	
Please provide any additional comments/suggestions			98
Answered questions			758
Skipped questions			12

Q3. The service the photographer provided at the shoot, including timeliness, professionalism, and attire was:

ANSWER OPTIONS	RESPONSE %	RESPONSE #	MET OR EXCEEDED EXPECTATIONS
Excellent (exceeded expectations)	63.2%	479	98.79%
Good	27.0%	205	
Average (met expectations)	6.7%	51	
Below Average	1.1%	8	
Poor (no expectations were met)	0.8%	6	
N/A	1.9%	14	
Please provide any additional comments/suggestions			98
Answered questions			758
Skipped questions			12

Q4. The quality of my final photographs or tours was:

ANSWER OPTIONS	RESPONSE %	RESPONSE #	MET OR EXCEEDED EXPECTATIONS
Excellent (exceeded expectations)	59.1%	445	97.20%
Good	30.9%	233	
Average (met expectations)	6.6%	50	
Below Average	2.8%	21	
Poor (no expectations were met)	0.9%	7	
N/A	0.5%	4	
Please provide any additional comments/suggestions			79
Answered questions			753
Skipped questions			17

Q5. The overall experience I had working with VHT was:

ANSWER OPTIONS	RESPONSE %	RESPONSE #	MET OR EXCEEDED EXPECTATIONS
Excellent (exceeded expectations)	51.1%	384	95.87%
Good	37.5%	282	
Average (met expectations)	7.1%	53	
Below Average	3.9%	29	
Poor (no expectations were met)	0.5%	4	
N/A	0.3%	2	
Please provide any additional comments/suggestions			46
Answered questions			752
Skipped questions			18

Q6. Please share any thoughts on additional services we could provide or ways we could improve our service to you in the future:

Answered questions **279**

SAMPLE SIZE = 6,000
RESPONSE = 762 (12.7%)

Q7. Please share any success stories or recognition of any VHT team member:

Answered questions **233**

SUMMARY	AVERAGE
Total	4.39
Client Services	4.42
Turnaround	4.18
Photographers	4.53
Quality	4.44
Overall Experience	4.35

