

# 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        | <b>98.11%</b>                |
| 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        | <b>93.46%</b>                |
| 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        | <b>98.79%</b>                |
| 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        | <b>97.20%</b>                |
| 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        | <b>95.87%</b>                |
| 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    |

