

CLIENT SATISFACTION SURVEY

Earlier this year we decided to conduct a survey amongst our clients and to publish the results on our website, regardless of whether the outcome was good or bad.

To ensure that the feedback we received was honest our clients were asked to fill in the survey anonymously online and the subsequent results listed in this document have not been altered or corrected by us in any way.



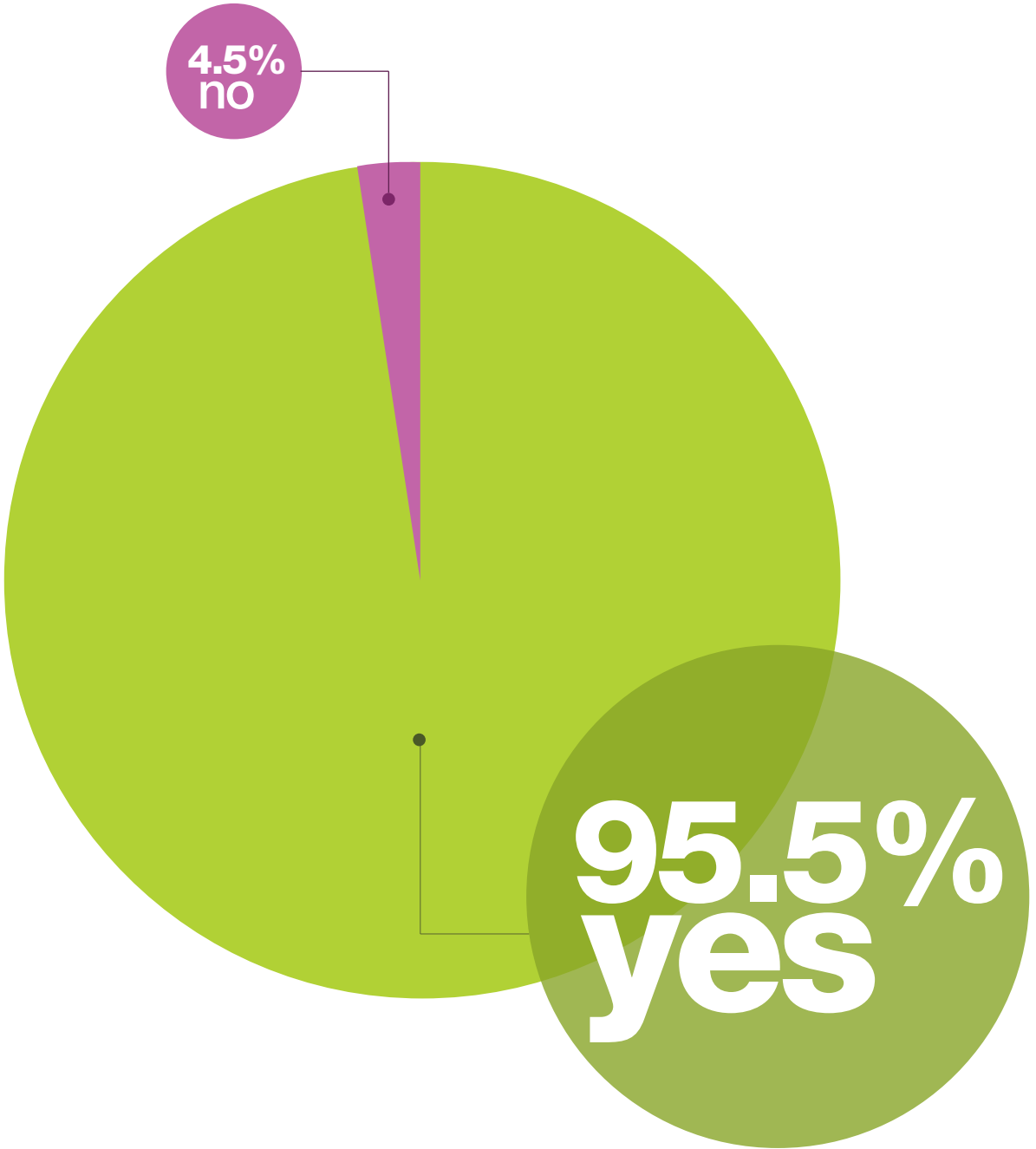
latitudesolutions
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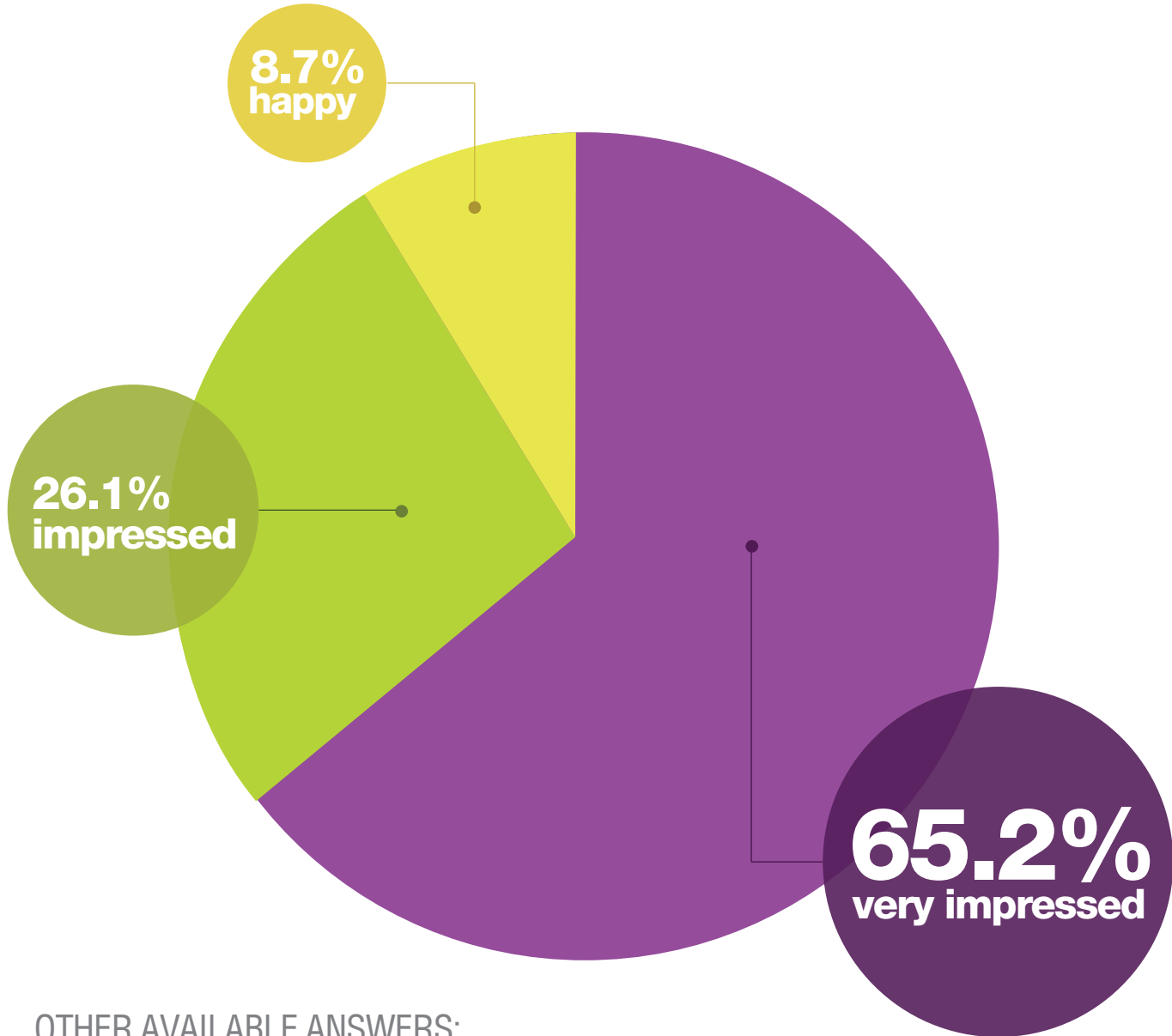
“LATITUDE TRANSFO
THUS ENSURING WE
THE GAME. CRUCIAL

FORMED OUR BRAND,
WE STAYED AHEAD OF
THE CURVE IN THESE TIMES.”

Q1:

DO YOU BELIEVE
THAT OUR SERVICES
HAVE HAD AN
IMPACT ON YOUR
BUSINESS?





OTHER AVAILABLE ANSWERS:

0% thought we could have done a bit more

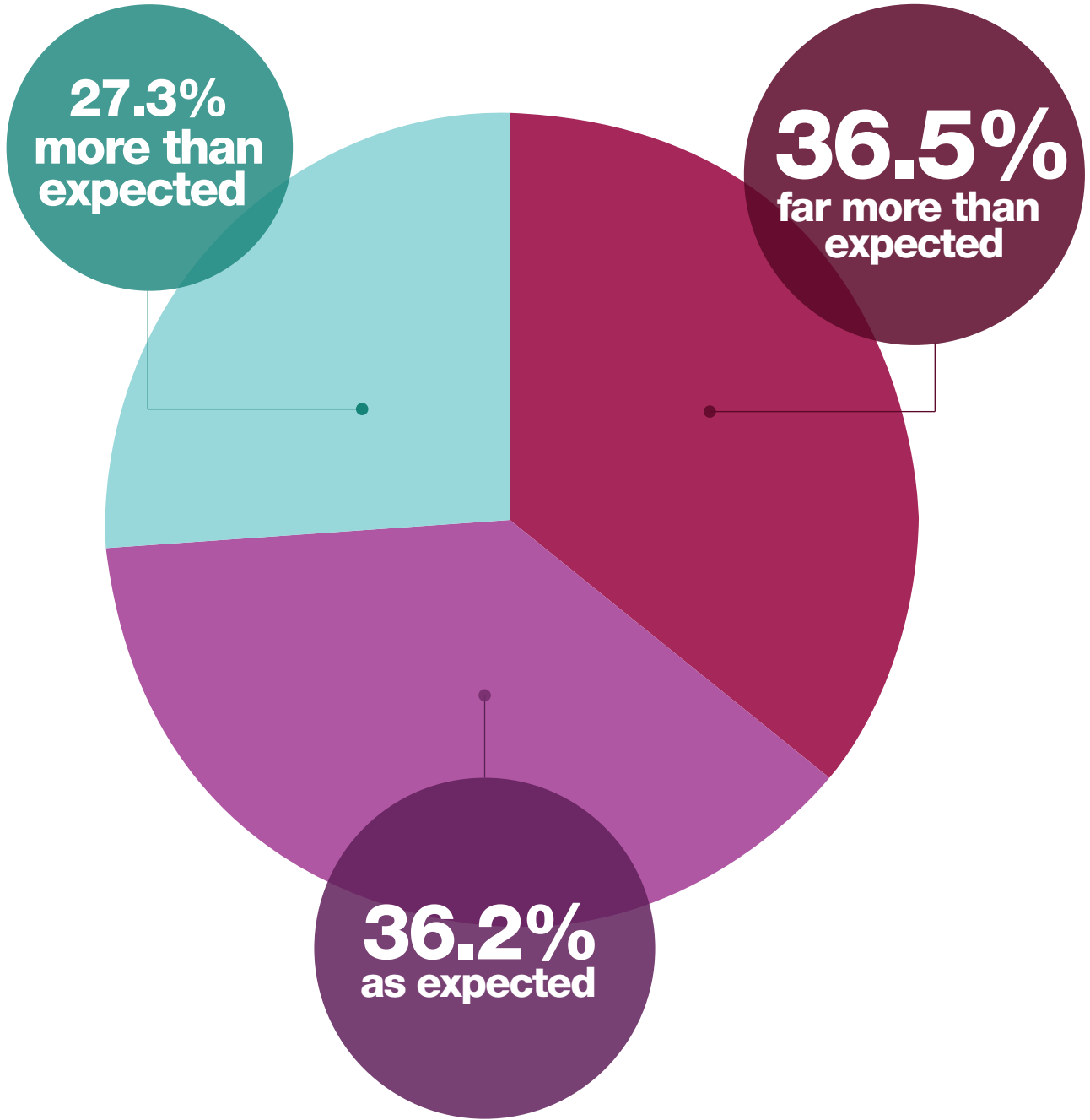
0% were not impressed

Q2:

HOW PLEASED WERE
YOU WITH THE WORK
WE PRODUCED FOR
YOU?

Q3:

IN TERMS OF WHAT
YOU WERE EXPECTING
FROM OUR SERVICES
HOW DO YOU FEEL WE
DELIVERED?



OTHER AVAILABLE ANSWERS:

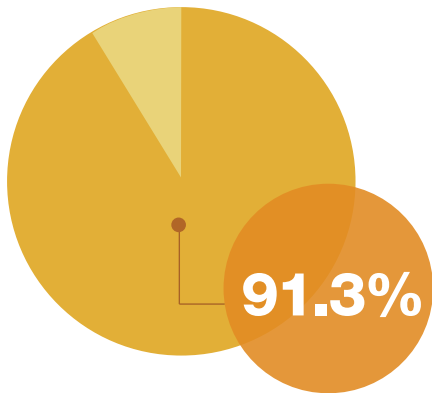
0% thought they received less than expected

“WORKING WITH LAT
GREAT EXPERIENCE -
AND FAB RESULTS -
AND TO BUDGET. WH
ASK FOR?”

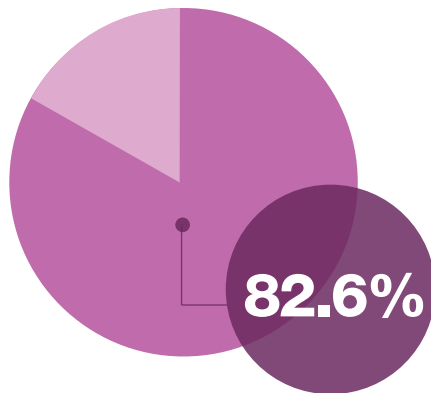
ATTITUDE IS ALWAYS A
- FUN, FASCINATING
DELIVERED ON TIME
WHAT MORE CAN YOU

Q4: HOW DO YOU FEEL ABOUT OUR STAFF?

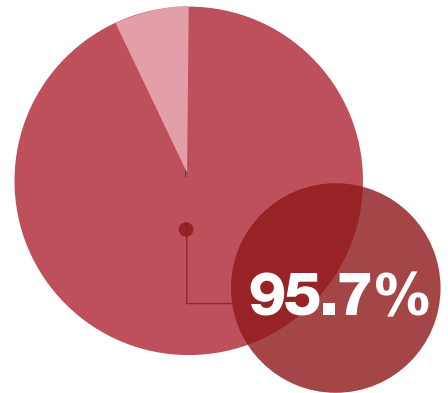
professional



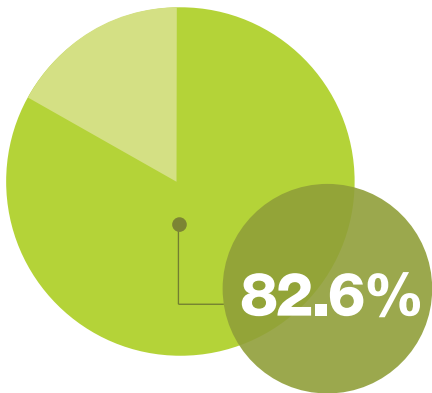
reliable



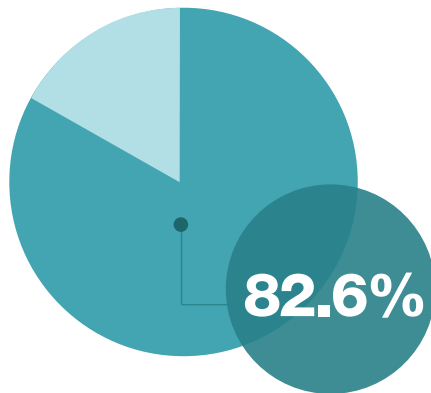
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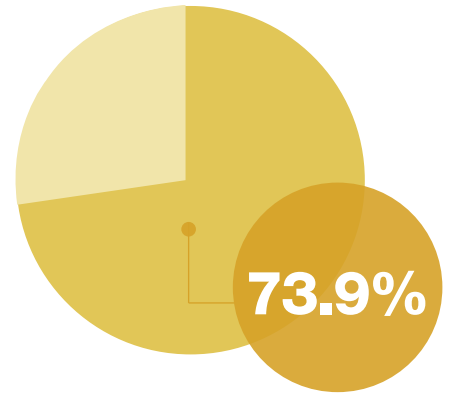
accessible

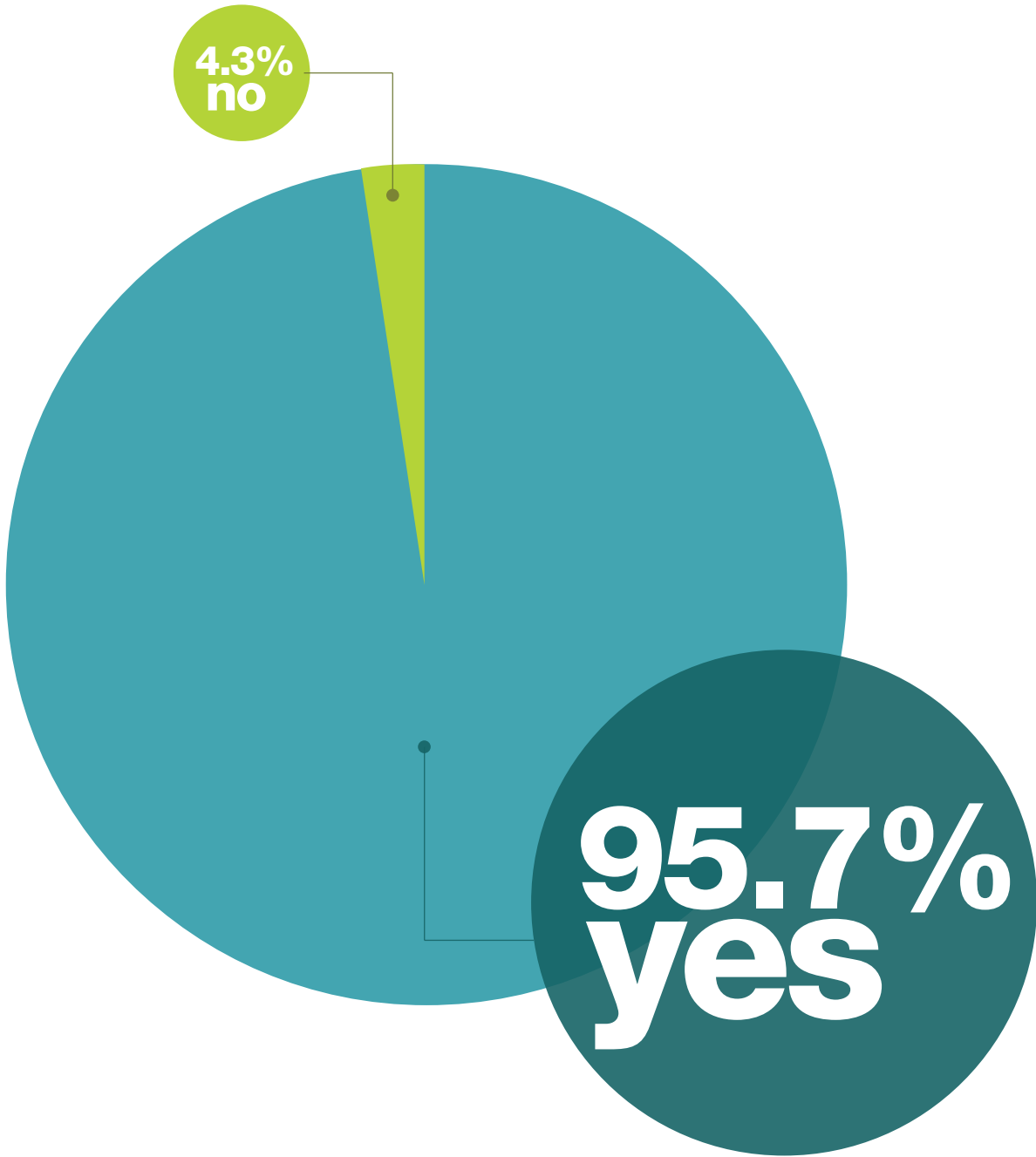


knowledgable



proactive



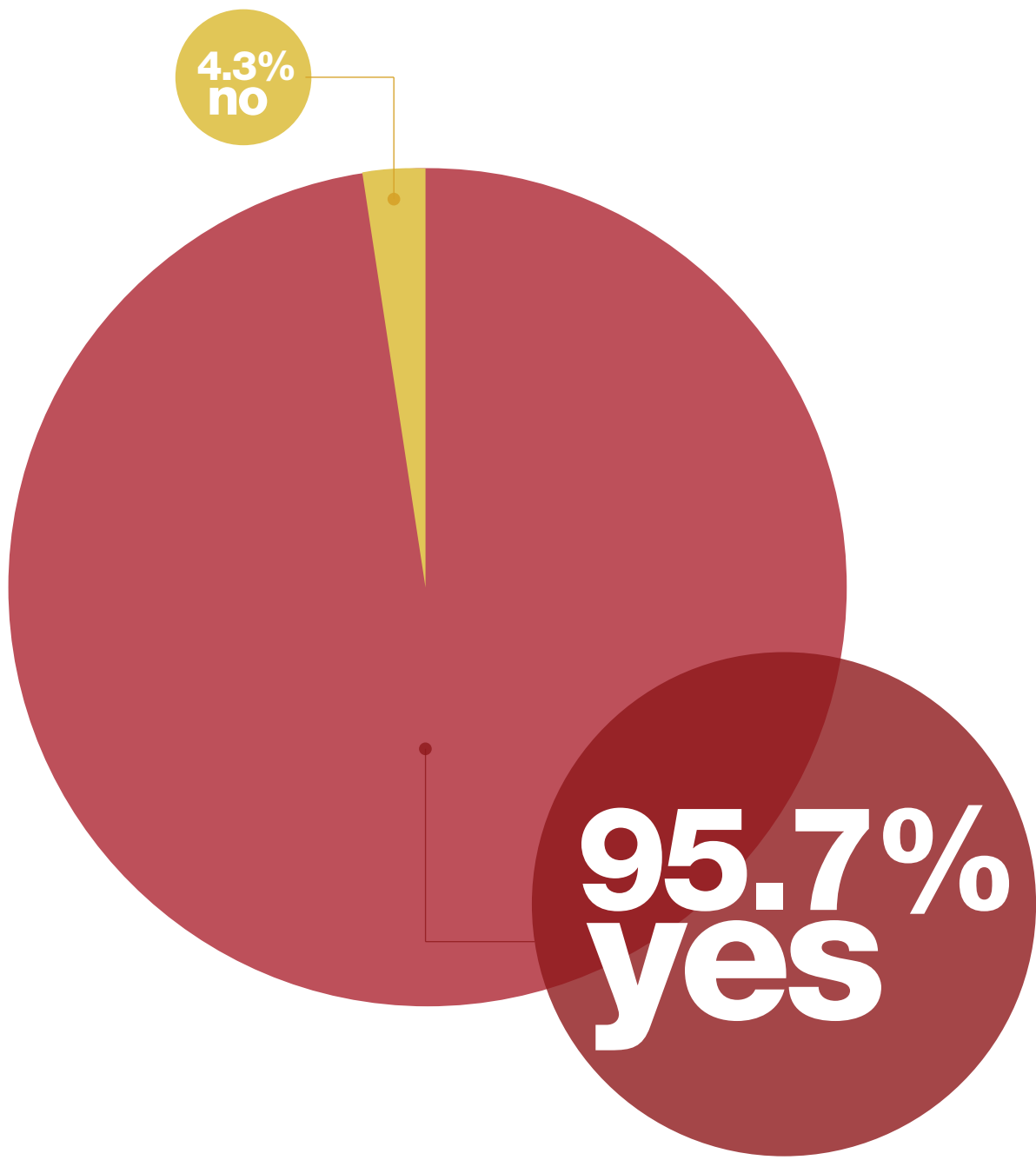


Q5:

WOULD YOU USE
US AGAIN?

Q6:

WOULD YOU BE
COMFORTABLE
REFERRING US TO
YOUR OWN
CONTACTS?



“LATITUDE SOLUTION
AS PART OF YOUR TEAM
THE SUCCESS YOU WANT
NOT AFRAID TO CHALLENGE
CLIENT'S THINKING
THE RIGHT RESULTS

NS WORK WITH YOU
EAM, TO DELIVER
VANT. AND THEY'RE
LLENGE THEIR
F IT MEANS GETTING
S!"

THANK YOU!

We would like to thank all of our clients who took the time out to answer this survey and provide us with a clearer insight into where we have succeeded and where there's room for improvement.

Without your input, advice and custom Latitude would never be able to grow into the business we aspire to be or provide the quality of services we wish to offer.

This survey was conducted amongst clients who have used one or more of the following services:

MARKETING & ADVERTISING

- Market research
- USP definition
- Competitor analysis
- Strategy
- Sales messaging
- Consultation
- Outsourced Marketing Director
- Conceptualisation
- On- and offline campaigns
- Direct Marketing
- Telesales
- Copywriting
- The odd late night phonecall to bounce an idea of us.

BRANDING & DESIGN

- Branding & re-brands
- Brand or service re-alignment
- Logo & stationary
- Websites & blogs
- Brochures
- Exhibitions
- Posters & flyers
- Presentations
- Product packaging
- Livery & shop frontage

For more information on this survey or the services we offer please feel free to contact us on the following:

271 REGENT ST T: +44(0) 20 33 56 96 56
LONDON E: ENQUIRIES@LATITUDESOLUTIONS.CO.UK
W1B 2ES W: LATITUDESOLUTIONS.CO.UK



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