



## Words Worth Reading Ltd Customer Survey

Customer feedback is extremely important to Words Worth Reading Ltd. We therefore conduct quarterly reviews of the customer surveys received, to ensure all feedback is used to shape our business provision moving forward. This report outlines the very positive results of all customer surveys that were completed between April 2012 and June 2012. The vast majority of customers who took part in these surveys felt that the services we offer are of an excellent standard.

Of the 72 customers who submitted work to us through the website during this first quarter, 16 used our writers services, 18 used our job seekers services and 56 were students.



All areas of service that we offer were rated on a scale of 'Excellent, Satisfactory, Average or Weak' in the survey. The majority of our customers rated our services as 'Excellent.'

Of the 65% of job seeker, writer and student clients who returned a completed questionnaire:

82% rated General Correspondence as Excellent.

70% rated Speed of Service as Excellent.

87% rated Quality of Service as Excellent.

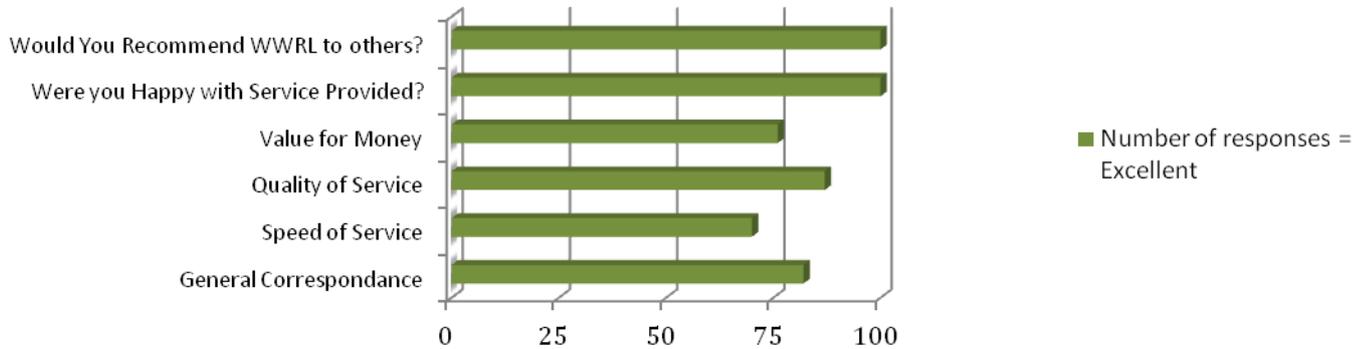
76% rated Value for Money as Excellent.

100% stated that they were happy with the service provided.

100% said that they would recommend the service to others.



## Customer Feedback on Our Areas Of Service



“Many, many thanks for the quick turn around and your kind words. I will go through the changes and the synopsis this week and will let you know the outcome. I must add that your organisation is very impressive and your skills have allowed me to have some of the required polish that is so lacking in my raw story telling.” – Sultana, May 12

“Dear Catherina, I have just received your email and I must say that I could not be more delighted with your help. I hope that our paths cross again and may I again take this opportunity to thank you for your time and expertise.” – Steven, June 12

“Dear Mikki, thank you for the great editorial work you have completed on my second essay. Please find attached my third essay for proofreading. I am looking forward to a great and prompt editing service as usual.” – Tricia Elsie

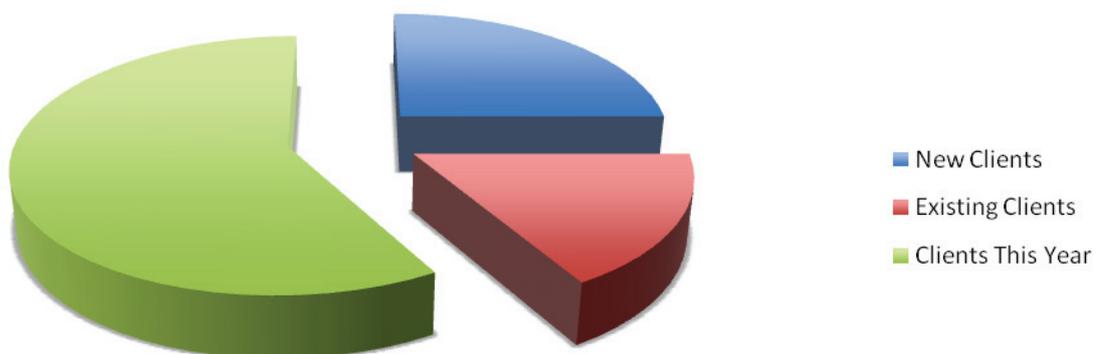


“Words Worth Reading Ltd proofread my latest children’s book ‘Archy The Flying Dolphin & The Vampire’s Curse’. I also took advantage of their Publisher Pack for Writers. I will certainly be using their services again in the near future and would highly recommend Words Worth Reading Ltd for their professional, efficient and friendly service.” – Alan Williams.

Working with writers, job seeker and student submissions is just one area of our workload. We also have both national and international corporate clients. Of the twelve corporate clients we have been working with throughout quarter 1 (April 12-June 12), seven are clients that we have worked with successfully over the past year and three are new clients, attracted within this first quarter.

There were no complaints or negative feedback reports received during this time from our corporate clients.

### Our Corporate Clients





“WWR have completed a number of large pieces of work for us including successfully helping us to achieve Care Quality Commission accreditation and Information Governance compliance in a number of our health care settings. Alongside this they manage some of our larger marketing and publicity campaigns which require a multifaceted approach reaching clinical professionals as well as patients. In all our dealings with WWR they have been responsive and stick to challenging deadlines and in all areas have completed the work we agreed professionally and to a very high standard. We have always found them willing to go the extra mile.” – Heather.

“I have used Words Worth Reading to develop the marketing materials for my new business which is linked with the leisure industry. I found them to be very professional, forward thinking and very much aware of modern marketing techniques.

I have been very impressed by their approach, thoroughness and high standards. Their contribution has had a positive impact on my business.” - David

“WWR helped me get my dream job through helping me to produce a high quality CV that got me noticed. I will be recommending their services!” – Emma.

Our writer, job seeker and student clients have not suggested any additional services for us to introduce. But, in order to meet the demands of our wide client base our team has expanded during this first quarter, ready for a busy second half of the year.

For our corporate clients, we have expanded the provision of our services; we have introduced a number of new CQC support services this year which has enabled GPs, in-home care providers and previously registered organisations to benefit from our expertise.