

Promise delivers by its name

Issued by [Promise](#)

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The entire client base of Promise Brand Specialists has just been canvassed with a client feedback assessment survey. The survey was conducted to measure client satisfaction and also to assess any potential areas where Promise's services could be further improved upon.

The survey was in-depth and touched on all aspects of the agency output, ranging from creative and account management through to production and turn-around times.

Each question was based on positive conjecture and measured with a 5-scale rating in the following spectrum:

- 5 = Strongly agree
- 4 = Agree
- 3 = Neutral
- 2 = Disagree
- 1 = Strongly disagree

The entire survey was concluded in synopsis with a question related to the client's overall satisfaction with Promise as an agency. The question was: "In general, you are happy with the overall experience you have encountered with the Promise team?"

The scoring achieved by the agency for this question was 5/5 (strongly agree) for all clients.

The average weighting for all other questions was very high and pegged between 4/5 and 5/5.

An added note penned by one of the agency clients reads: "Promise is the most enthusiastic agency I have ever had the pleasure of dealing with. Each and every person dedicates themselves to their client as if they were part of that client. Awesome." (André Piehl, Marketing Executive - Famous Brands, FishAways and Coffee Brands)

These reports will be obtained every six months to help maintain our high level of service.

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