



ti communication

INTERCULTURAL MANAGEMENT & CONSULTING

Customer Satisfaction Survey 2012



Our clients value quality and efficiency.

The competent support and realistic content make ti communication a reliable provider of training services that we will gladly depend on again in the future.

Elisabeth Stögerer
International Human Resources
Brenntag CEE GmbH

CUSTOMER FEEDBACK

Our collaboration, especially for complex international topics, brings incredible added value to the entire organization.

Markus Kruming
Director of the Seminar Centre
Lisa Dräxlmaier GmbH

More **references** and customer feedback

CUSTOMER SATISFACTION



Evaluation of our Customer Satisfaction Survey



Administrative support

Customer orientation and flexibility are our strengths

We place great value in customer orientation and flexibility, and are pleased that you appreciate it! In addition to quick reaction times and the substantial availability of our employees, contact to your personal ti communication representative is especially important to you.

Our consequence gained from your feedback:

We'd like to keep it that way: Your personal ti representative will take care of your needs.



Content-based support

We serve as your partner in development

Our customer satisfaction survey has shown: You value our flexibility and willingness to cater to your specific requirements. We understand your training needs. This is reflected, among other things, in the situation-specific development of our offer and the selection of just the right trainers for the job.

Our consequence gained from your feedback:

We will continue to place great importance on professionalism and the well-founded experience of our senior trainers.



Follow-up support

Optimal guidance through direct feedback and follow-up telephone calls

Within the context of our follow-up support, you especially value the direct feedback of your trainers as well as the follow-up telephone conversation with your ti communication representative. Our trainers are always available for course participants' questions, even after the course is over.

Our consequences from your feedback:

In order to make our follow-up support even more convenient for you, in future, we would like to provide you with an even more clearly laid-out assessment of seminar evaluation sheets after your training course. This will allow you to be optimally informed of the satisfaction of seminar participants.



Communication

We are oriented toward your wishes

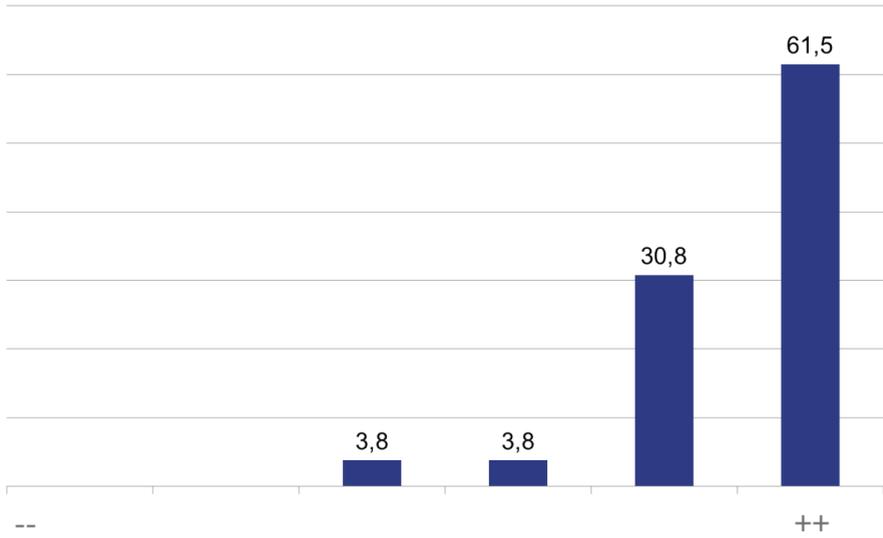
The customer satisfaction survey has demonstrated that you continue to desire communication with your personal ti communication representative via email and telephone. In order to find out about our services, you primarily use the ti communication web page. Less well-known is our intercultural blog, which, however, has received very good reviews from our readers.

Our consequence gained from your feedback:

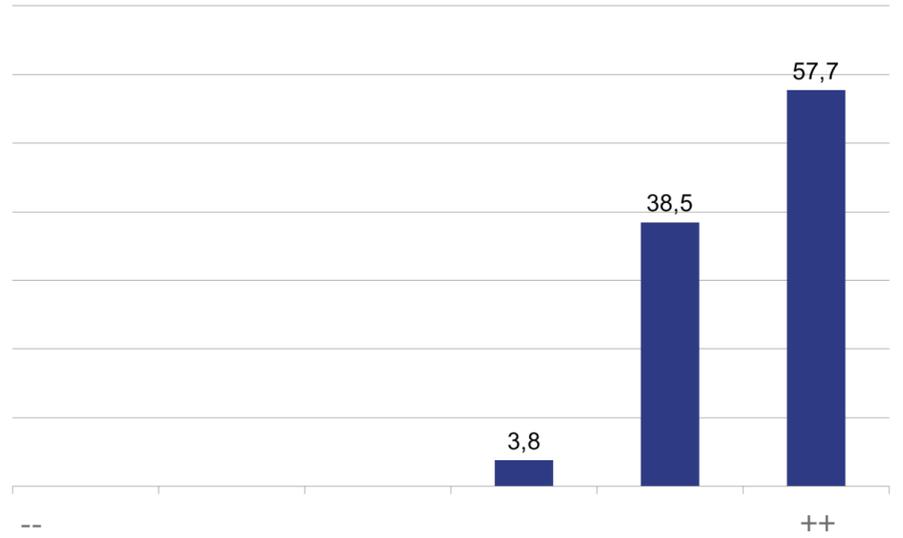
To prevent an overload of information, there will be no other regular information in addition to the newsletter. Instead, we are planning a relaunch of our homepage that will integrate our blog. The clearer design will make it easier for you to find out about the current offers and services of ti communication.



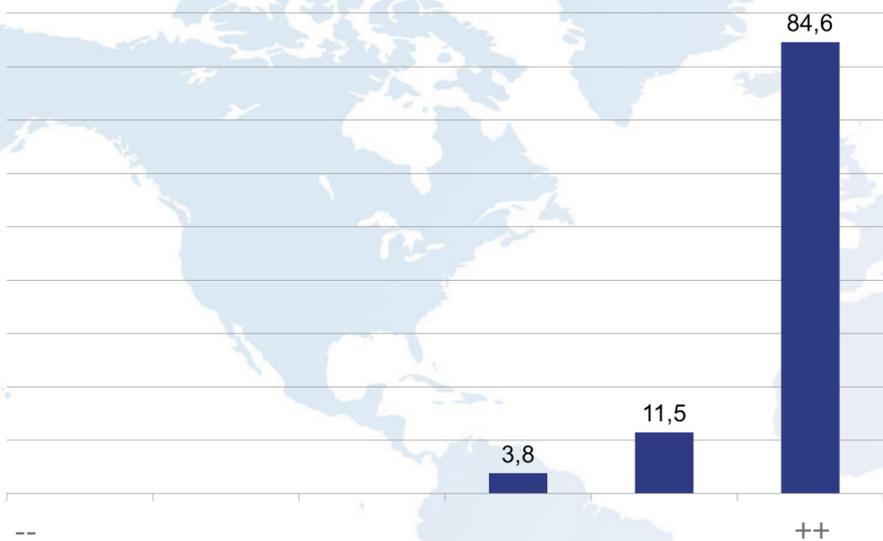
Do you feel well-informed about the offers and services of ti communication?



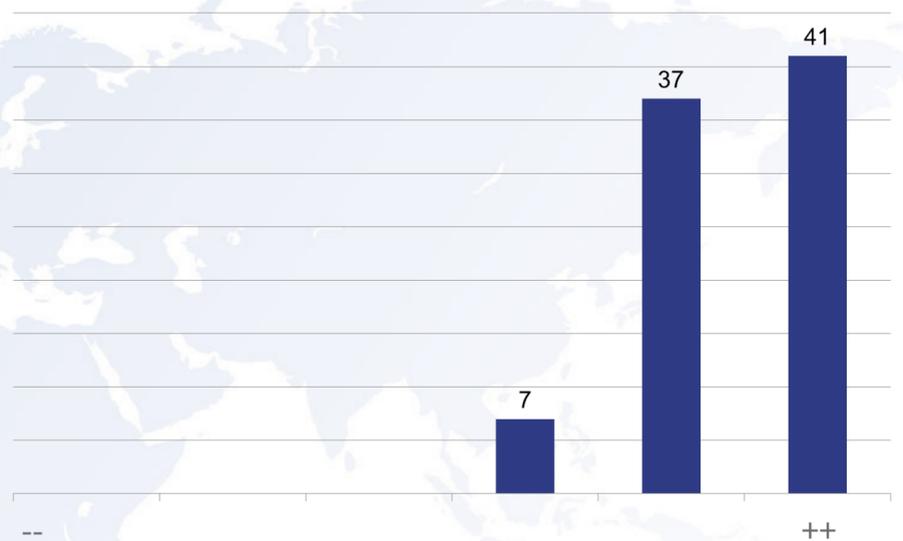
How would you rate the quality of our offers and services?



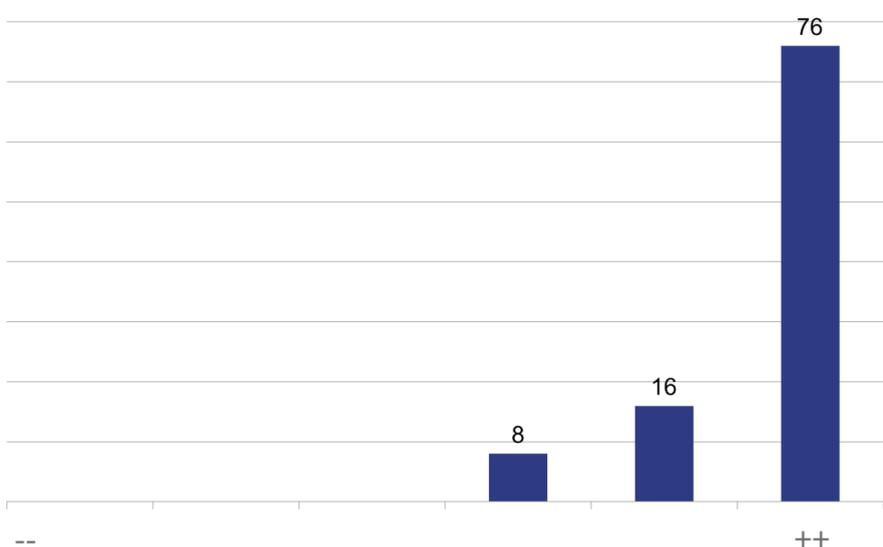
How would you rate the competence of our trainers and coaches?



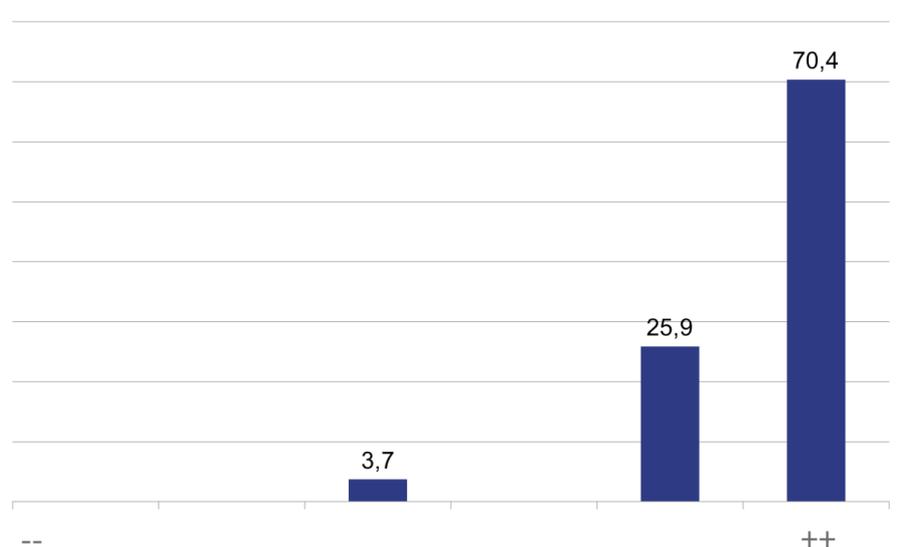
How would you rate our follow-up services?



How would you rate our content-based services?



How would you rate our administrative services through our office?





Management: Gerhard Hain (Regensburg, Vienna), Dr. Peter Berger (Vienna), Susanna Brökelmann (Regensburg)

We look forward to hearing from you!

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