**WOW SURVEYS**

(Word Version)

(In the background, upbeat music is playing throughout the presentation)

**Slide 1**: This video opens with a gentleman on a beach dressed in a suit. He has his arms outstretched…there's a blue sky with clouds and the ocean with waves and we see landscape in the background. The gentleman is turning circles looking very happy and a banner across the screen reads “Do your customers and your staff feel like this?” He continues turning in circles around and around with his outstretched arms very jubilant, and the next banner comes up and reads, “Your customers and your staff be like... Wow!” And then it's replaced with a banner that reads, “They can be!” And then across the screen we then see a banner that reads, “Learn how to delight your customers and hang on to your staff.”

**Slide 2**: The scene changes to a background and the left side of the screen comes up with a young woman who holds up poster that reads, “You are strong,” and on the right side of the screen it reads, “Step One: Be strong”, and then words come onto the screen, “It takes courage to want to know how your customers and your staff really feel about your agency.”

**Slide 3**: The next screen shows a book, and there's someone holding a magnifying glass searching for a word on the page, and at the top of the screen it reads, “Step Two: Seek the truth”, and then on the right side of the screen we see the words, “Ask the right questions from as many people as you can and don't let the resistors sway you.”

**Slide 4**: On the left side of this screen there is a 3D animation of the inside of an office building with different floors with different rooms connected by steps that go up and down, etc. At the top of the screen we see the words, “Step Three: Don't run from the results- be brave enough to embrace them and expect your managers to do the same. If you don't own it, you can't address it.”

**Slide 5**: This scene is a graphic of a hand on the left-hand side holding a light bulb which is illuminated and then a hand from the right side of the screen that is coming into view holding a question mark. At the top of the screen, it reads “Step Four: Address it,” followed by the words, “Once you know how your customers and your staff feel about the agency, you must act.”

**Slide 6**: The next scene is a moving animation of lots of question marks, and at the top of the screen it reads, “So here's my question for you...” And in the center of the screen sort of superimposed over stars in the background and it reads, “Ready to go...” that's pulsating and changing colors with laser beams that are above and below.

**Slide 7**: This screen shows three co-workers sitting on a sofa collaborating in an office space. The middle gentleman has an open laptop in front of him, and the other two co-workers have sheets of paper in their hands. At the top of the screen it reads, “We're ready to help when you're ready.”

**Slide 8**: The next screen appears with the words, “Here’s what we’re ready to do to help you get the truth:” Then there are a series of bullet points that appear onscreen as follows: “Come up with the right questions to ask in a user friendly way,” “Figure the best way to reach the most people,” “Take the pulse continually and in real time, not just annually,” “Obtain honest feedback from your customers and your staff,” “Analyze the results in a meaningful way for you,” “Design a practical approach to address your agency's unique challenges,” and the final bullet point, “And make you happy!”

**Slide 9**: In this scene, the gentleman from the opening scene reappears with his outstretched arms just moving in circles on the beach jubilantly, and a banner reads, “Then your customers and staff will be like... wow!”

**Slide 10**: The final slide features the Schmieg Consulting Blueprint for Success logo, and in the center, it reads, “Whether it's a customer satisfaction survey, a comprehensive statewide needs assessment, a pre-ETS pre or post survey, a staff “stay” survey, a providers’ satisfaction survey, or whatever your interest is... we can make it happen.” And at the bottom in red it reads, “We're just a small company
wanting to help you make a big impact!” This is followed by the Schmieg Consulting web address: www.schmiegconsulting.org.