



Customer Satisfaction Survey results

As of 12/21/2011

Behind the numbers

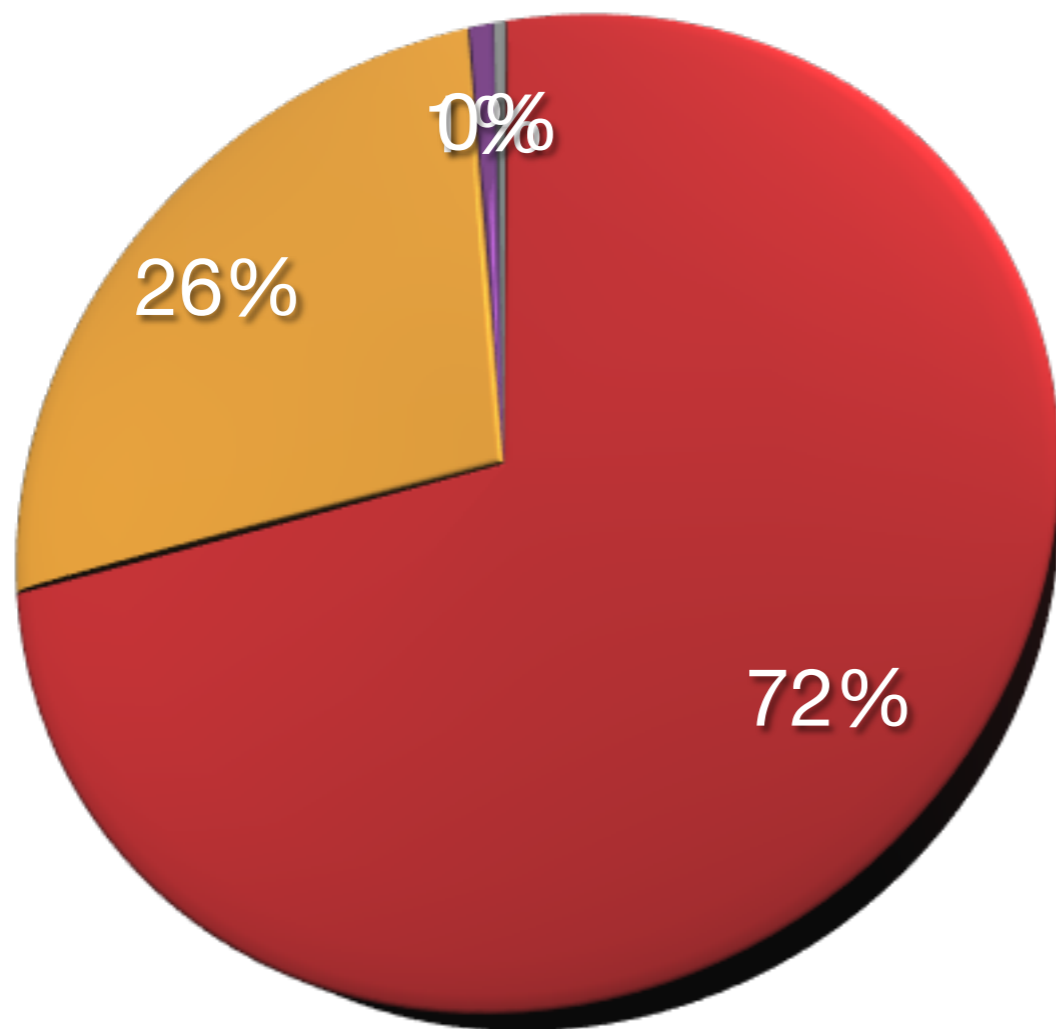
After every photo tour, we send attendees a survey asking for feedback on the experience. We ask them to rate their satisfaction with the class and whether they would feel comfortable recommending us to a friend. We also ask what they enjoyed most and the specific ways we can improve.

The following results represent the total number of responses through Dec. 21, 2011.

See a listing of unedited comments at <http://www.phototourdc.com/customerfeedback>



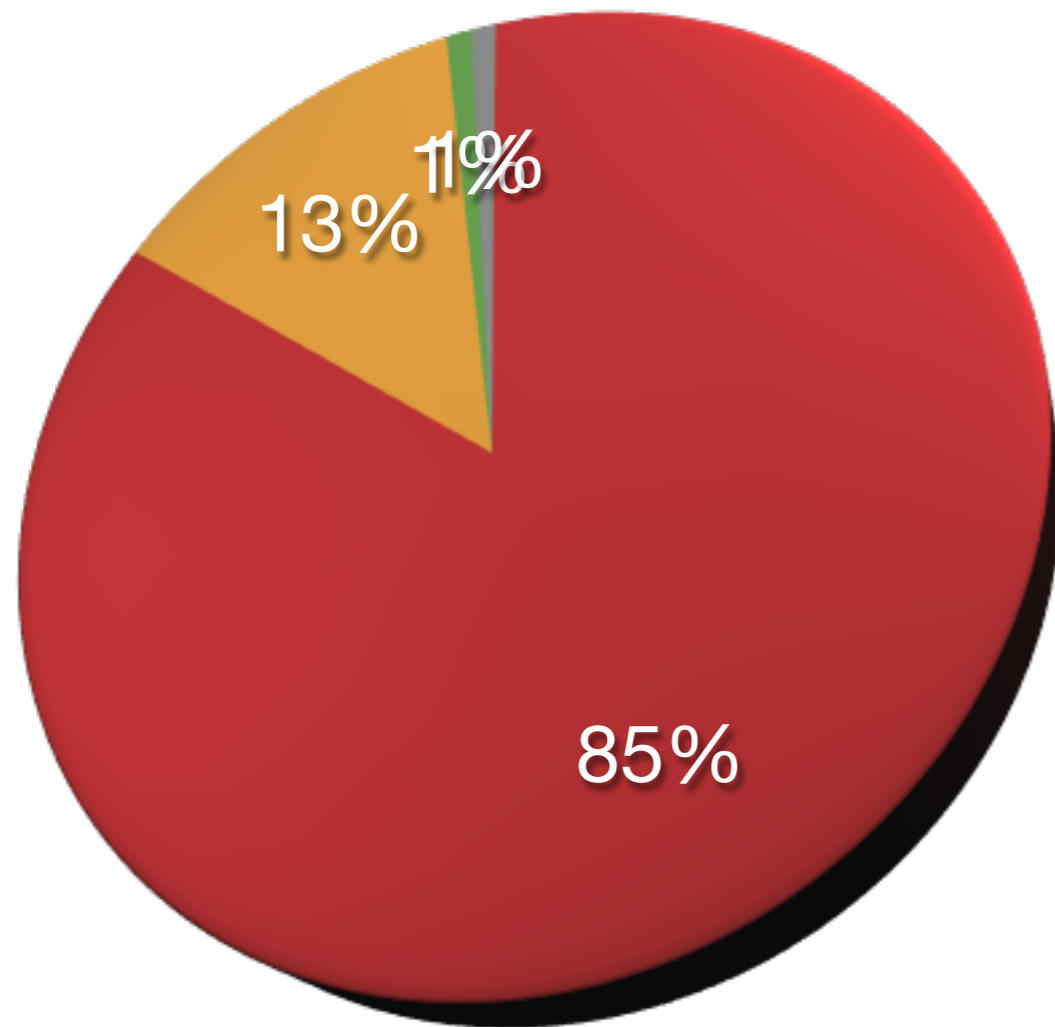
How satisfied were you?



Choices	Percent	Count
Very Satisfied	72.29	167
Satisfied	26.41	61
Unsatisfied	0.87	2
Neutral	0.43	1

- Very Satisfied
- Satisfied
- Unsatisfied
- Neutral

Would you recommend?



Choices	Percent	Count
Definitely	85.22	196
Probably	13.04	30
Not sure	0.87	2
Probably not	0.87	2

- Definitely
- Probably
- Not sure
- Probably not

Testimonials

- This is not your ordinary photo walk. I've taken others and either the classes were too large or the instructor was a hobbyist with not much more experience than their students. PhotoTour DC kept the group small, and everyone received valuable personal attention. Lyn was a superb instructor able to work with photographers of all skills levels and various types of equipment. His enthusiasm and knowledge was beyond reproach. We toured on a day with challenging light but were shown how to meter correctly with great results. This is a can't miss DC experience! - Melissa
- PhotoTour DC is a wonderful customer oriented company. Due to circumstances beyond their control I had to cancel and reschedule several times. They were most helpful and really worked with me. The tours I took have made me more aware of my composition and got me thinking about different ways to see things. - Keith
- I have taken other camera classes, the ones where you sit in a classroom and watch an instructor point to a camera and describe what can happen in the real world. PhotoTour DC provides great instruction and individual help while you are in the real world trying to capture the "moment". I learned a lot and got reacquainted with my camera.
- I used more functions on my Nikon D40 camera in this session than I'd used in the many years I've owned it. Lyn made me feel in control of my camera.

Four recent testimonials. [Click here to read more.](#)

