

WORDEXPRESS

Multilingual Solutions Worldwide **WINTER 2010 QUICKNEWS**

Today's Topic: Ultimate Client Satisfaction

Dear Client,

As the year 2010 comes to an end, we look back to learn from it. We always strive for perfection and work hard to achieve maximum client satisfaction. So we ask ourselves:

How can we be even more efficient and productive?

How can we even better customize our services to our clients' expectations?

As communication is our business, we always like to stay in touch with our clients in order to fine tune our services to their needs. We would appreciate it if you provided feedback on our performance so we can reach our goal of helping your company to attain ultimate success.

Please have a look at our [Client Satisfaction Questionnaire](#) and take a minute to fill it out. As you will notice, sending in the questionnaire will qualify you for a small additional discount on your next project.

You may also include your comments at the bottom of the questionnaire. We are especially eager to learn about suggestions in the following areas:

Are there any language services you would want us to add to our portfolio?

Are you especially interested in layout/desktop publishing for your brochures and manuals?

In addition to website translation, would you also want us to do localization -- in other words create a complete, ready-to-use, foreign-language version of your website?

On large orders, would you enjoy automatic updates on the status of your project?

How can we support you more effectively in your advertising, marketing, marketing research and public relations goals?

These are just a few examples. Your own ideas and suggestions are welcome!

At WordExpress, our main objective is to create solid, mutually beneficial relationships with our clients. We see ourselves not merely as a translation service, but as a company that contributes actively to the well-being of its clients.

Let's plan for success in 2011 together!

Feel free to contact us if you have any questions, we will be glad to assist you!



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American Translators Association (ATA)



WordExpress is in compliance with the stringent quality standards of ISO 9001



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