

Be Heard! >>

Reader Poll

<< FALL 2007

It's time to put your money where your mouse is. Answer this online poll on company finances by visiting www.uvmag.com and clicking on the BusinessQ tab.

1. The company finances are:

- a) A constant balancing act
- b) A constant concern
- c) Taking care of themselves

2. The majority of the company budget goes to:

- a) Office space and equipment
- b) Salaries
- c) Advertising
- d) Inventory

3. Who takes care of the finances?

- a) In-house accountant
- b) Owner of the company
- c) Outsourcing company

4. My company gives raises:

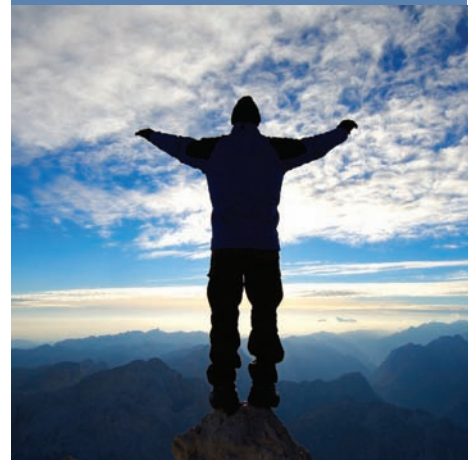
- a) Once a year
- b) Twice a year
- c) As deserved
- d) As requested

5. What is a typical raise percentage?

- a) 0 to 3 percent
- b) 3 to 5 percent
- c) 5 to 10 percent
- d) More than 10 percent

Results will be included in the Winter 2007 issue of BusinessQ. If you have suggestions for our "Be Heard" section, please e-mail editor@uvmag.com.

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We Heard You! >>

Results

<< Fall 2007

Thanks for being of service to our reader poll from the Summer 2007 issue. Here are the highlights.

0

Percentage of you who do nothing for customers when your company has made an error

9

Percentage of you who said your customer service policies were in need of improvement

3

Percentage of you who said customer service is a necessary evil

82

Percentage of you who said your most successful customer service tool has been "helpful employees"

3

Percentage of you who fear having your contact information available to customers

18

Percentage of you who said the customer is literally always right (Nordstrom, is that you?)