



Technology Meets Inspiration



PSAV Customer Satisfaction Index at All Time High

Event technology company achieves its highest performance marks in history, despite economy, and pledges to raise the bar even higher to continually exceed customer expectation with bright ideas and smart technologies that inspire great meetings.



LONG BEACH, Calif. — July 27, 2010 — Just how satisfied are [PSAV](#)® Presentation Services customers with their service? Results from PSAV's 2010 Overall Satisfaction Rating Index show the leading supplier of audiovisual and event technology to the hospitality industry has again topped its satisfaction scores from the previous quarter, as the company has done consistently over the last five years. Because of these steady increases, PSAV is raising its internal benchmarking standards.

"The importance of this index isn't to show that PSAV provides good customer service, but rather to stress that quality customer service is paramount to our company's success and longevity -- especially during difficult economic times," said Greg Van Dyke, PSAV Senior Vice President of Marketing. "While pundits were busy trying to challenge the viability of the meetings and events business, PSAV continued to invest in people and technology innovation to support our customers. We attribute our stability and growth in 2010 to our active interest in our customers and our ability to provide consistent service."

The core of a successful customer-service program is doing far more than taking orders and delivering just what is requested. It requires a complete understanding of a client's communication objective and the ability to translate that objective through technology, he said.

"We promise all of our customer's complete peace of mind, understanding that a successful show is not the end but the start of a long-term customer relationship," Van Dyke said. "Exceeding expectations will keep customers coming back."

Stellar Satisfaction Scores

According to results from the PSAV Customer Satisfaction Index – which represents responses across more than 500 hotels – Q2 2010 was its highest performing period in the five-year history of running the satisfaction program. More than 90%percent of hotels with significant responses beat PSAV's benchmark for excellent performance. This prompted PSAV to increase its benchmarks for "Good" and "Excellent" performance by five percent. This benchmark includes feedback on initial contact and sales consultation, equipment quality and set up, personnel performance, and billing.

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About PSAV® Presentation Services

PSAV provides the ideas and technology that inspire great meetings. This has made PSAV the leading provider of event technology for meeting planners and producers across the corporate, association, and tradeshow markets. PSAV provides an unparalleled range of event technology to support its customers' ability to create, collaborate, and communicate. With more than 800 partner locations worldwide, PSAV provides people and resources right where you want to have your meeting.

www.psav.com

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