

Excellence 24/7 Testimonials

March 2019

I am pleased to provide a recommendation for Excellence 24/7, the data collection and analysis service provided by William L. Hurley Limited (WLH).

Tokyo American Club has enjoyed a long relationship WLH during which time they have provided us with a variety of services. My recommendation today relates specifically to the data collection and analysis work that has been done by WLH on behalf of Tokyo American Club.

For a number of years, WLH has conducted our annual membership satisfaction survey. With their support we reach out annually to approximately 5,000 members via a comprehensive survey which collects member input on all aspects of our multi-faceted operation. The work provided by WLH includes active support in the development of the survey, launching and administering the survey to ensure maximum member participation and analysis of the final results which are presented to club management and membership via comprehensive executive summary as developed by WLH.

The team at WLH is always responsive and eager to assist in any way possible. And their work is always of high quality and conducted and presented in a most professional manner. We value our long relationship with WLH and recommend them without hesitation.

Shane Busato | Communications Director | Tokyo American Club

