

PREVIOUS SURVEY VERSION

Questions on the counseling session survey
(sample of a returned survey with 8 numbered questions and a general comments field).

1. Overall, how satisfied are you with the assistance provided by the U.S. Department of Commerce's Trade Specialist?
 Very Satisfied
 Satisfied
 Not Satisfied
 2. How satisfied are you with the Trade Specialist's knowledge about the exporting process?
 Very Satisfied
 Satisfied
 Not Satisfied
 3. How satisfied are you with the Trade Specialist's knowledge of your industry?
 Very Satisfied
 Satisfied
 Not Satisfied
 4. How satisfied are you with the products and services the Trade Specialist offered you?
 Very Satisfied
 Satisfied
 Not Satisfied
 Not Applicable
 5. Did the assistance and/or information that you received from your Trade Specialist meet your international marketing goals and objectives, or not?
 Exceeds my goals and objectives
 Met my goals and objectives
 Met some of my goals and objectives
 Did not meet my goals and objectives
 6. How would you rate the manner in which the Trade Specialist interacted with you and your company's staff? Would you say the Trade Specialist's manner was:
 Very professional and courteous
 Somewhat professional and courteous
 Somewhat unprofessional and discourteous
 Very unprofessional and discourteous
 7. Based on your experience with your Trade Specialist and the Commercial Service, would you use our services in the future, or not?
 Definitely would call again
 Probably would call again
 Probably would not call again
 Definitely would not call again
 8. Has the assistance that the International Trade Specialist provided you resulted in any exports for your company, or not?
 Yes
 No, not at this time
- Gale seems as concerned about our business as we are. She is in constant contact and extremely attentive to our needs.*