Commercial Service

User Satisfaction Survey

1.)	On a scale of services pro			0			tion wi	th the e	export a	assistance
Very	Dissatisfied	2	3	4	5	6	7	8	9	10 Very Satisfied
2.)	On a scale of	f 1 to 10,	how likel	y are yo	u to use	the Co	mmercia	al Servi	ce again	?
Defii	1 nitely Would Not	2	3	4	5	6	7	8	9	10 Definitely Would
3.)	On a scale of	f 1 to 10,	how likel	y is it th	at you v	would re	ecomme	nd the C	Commer	cial Service?
Defii	1 nitely Would Not	2	3	4	5	6	7	8	9	10 Definitely Would
4.)	Considering Commercial									e provided by the
	1	2	3	4	5	6	7	8	9	10
Falls	short of expectation	15							Ex	ceeds your expectations
5.) Not	your circum	stances. Service	How well	do you	think tl	ie assist	ance yo	u receiv	ed from oort assi 9	5. businesses in a the istance program: 10 Very close to the ideal
6)	The Comme	rcial Ser	vice prov	ides a go	od over	all valu	۵			
	ngly Disagree	2	3	4	5	6	7	8	9	10 Strongly Agree
7.)	The Comme	rcial Ser	vice meet	s my int	ernatio	nal sales	and ma	arketing	needs.	
,	1 ngly Disagree	2	3	4	5	6	7	8	9	10 Strongly Agree
Ple	ase explain:									
8.)	On a scale of services prov		-				tion witl	n the fol	lowing	export assistance

Very Dissatisfied

Very

Satisfied

	1	2	3	4	5	6	7	8	9	10	N/A
Developing an effective international sales and marketing strategy for your company											
Determining the best											

						1
markets for your products and services						
Increasing your market exposure						
Finding international business partners/agents/sales representatives/buyers						
Arranging meetings with international business partners/agents/sales representatives/buyers						
Getting due-diligence reports on international companies						
Complying with legal and regulatory issues related to exporting						
Advocating on behalf of your company to win foreign government contract bids						
Locating export financing						
Helping to settle disputes and resolve payment issues with international companies						
Getting long-term, comprehensive, customized support to achieve your business goals						

9.) On a scale of 1 to 10, please rate your level of satisfaction with our staff regarding the following:

Extremely Dissatisfied												
	1	2	3	4	5	6	7	8	9	10		
Overall												
Consistency of service delivery across the organization												
Friendliness,												

xtremely Satisfied

courteousness and professionalism					
Ability to understand your business objectives					
Industry expertise					
Timeliness of response to your inquiries					
Frequency of contact to address your needs					
Ability to find a solution					
Customization of assistance to meet your needs					
Treatment of you as a valued customer					
Level of follow-up					

10.) If I experienced a problem with the U.S. Commercial Service and took the time to bring it to their attention, I am confident that the U.S. Commercial Service would resolve it to my satisfaction.

1 2 3 4 5 6 7 8 9 10 Strongly Disagree Strongly Agree

11.) Did you achieve the results or objectives that you expected from the assistance provided by the U.S. Commercial Service?

Yes No (please explain)

If you selected "No", please explain:

О.

12.) Over the next 12 months, do you expect that the amount of business that you do with the U.S. Commercial Service will:

C Decrease $^{\circ}$

Stay the same C Increase

13.) What would the ideal federal government export assistance program provide to your company?

14.) Comments/Suggestions:

Thank you for your feedback.

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