

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:

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

Decrease Stay the same Increase

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

14.) Comments/Suggestions:

Thank you for your feedback.

This report is authorized by law (15 U.S.C. 1512 et seq., 15 U.S.C. 171 et seq.). Public reporting for this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, and completing and reviewing the collection of information. All responses to this collection of information are voluntary, and will be provided confidentiality to the extent allowed under the Freedom of Information Act. Notwithstanding any other provision of law, no person is required to respond to nor shall a person be subject to penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a current valid OMB Control Number. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Reports Clearance Officer, International Trade Administration, Department of Commerce, Room 4001, 14th and Constitution Avenue, N.W., Washington, D.C. 20230. OMB No. xxxx-xxxx, Expires: xx/xxxx