

12/31/2010

Replaced Previous Questions**Changed Previous Questions**

Commercial Service User Satisfaction Survey

Thank you for agreeing to participate in this survey. _

As a valued client, we would like your feedback regarding the assistance provided to your company by the Commercial Service during the past two years. This survey is voluntary and is estimated to take 30 minutes to complete. If you require technical assistance with this survey, please contact our Customer Care Hotline at 1-866-481-8111 or customer.card@mail.doc.gov.

1. Where did you first find out about the Commercial Service?

- Advertising: Trade Publications
- Articles: Newspaper/Magazines
- Colleagues/Friends/Family
- Email broadcasts from the Commercial Service
- Product brochures
- Commercial Service staff
- State Trade Office
- Tradeshows
- Industry Associations
- Website (please specify below)
- Don't remember
- Other (please specify)

If you selected other, please specify: _____

2. Why did you first choose to work with the Commercial Service?

- Reputation
- Recommended by friends/family/colleagues
- Advertising: Publications
- Newspaper/Magazine articles
- Variety of service offerings
- U.S. Government
- Trusted brand/organization
- Trade and global knowledge
- Trade and global network
- Good value for money
- Good market research products
- Convenient location
- Other (please specify)

If you selected other, please specify: _____

3. Where do you most often hear about the Commercial Service? (Pick top 3)

- Advertising: Trade Publications
- Articles: Newspaper/Magazines
- Colleagues/Friends/Family
- Email broadcasts from the Commercial Service
- Events
- Industry associations
- Product brochures
- Relationship with Commercial Service staff
- State Trade Office
- Tradeshows
- Website (please specify): _____

4. Using a scale of 1 to 10 where "1" means "Limited" and "10" means "Very much" how much do you rely on the Commercial Service for export assistance/support services?

- 1 2 3 4 5 6 7 8 9 10 N/A

5. What other organizations do you work with for your international sales/exporting assistance?

- Local Chamber of Commerce
- City Government
- State Government
- Consultants
- Banks
- Commercial Service only
- Other (please specify): _____

6. Using a scale of 1 to 10 where "1" means "Very weak association" and "10" means "Very strong association" to what extent do you associate the following word descriptions with the Commercial Service:

	1	2	3	4	5	6	7	8	9	10
Network	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Connection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resourceful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relationship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Global	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trade Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Industry/Technical Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trust	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consistent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Using a scale of 1 to 10 where "1" means "Very negative" and "10" means

