

date



U.S. Department of Commerce Bureau of Export Administration Customer Service Evaluation

Please Circle the Most Appropriate Response.

1. Overall, how satisfied were you with the quality of service you received from BXA on this occasion?

Very Satisfied Somewhat Satisfied Neutral Somewhat Dissatisfied Very Dissatisfied

2. How satisfied were you with the following aspects of the service you received on this occasion?

a. Courtesy and friendliness:

Very Satisfied Somewhat Satisfied Neutral Somewhat Dissatisfied Very Dissatisfied

b. Knowledge of the person you spoke with:

Very Satisfied Somewhat Satisfied Neutral Somewhat Dissatisfied Very Dissatisfied

c. Effort made to understand your specific needs:

Very Satisfied Somewhat Satisfied Neutral Somewhat Dissatisfied Very Dissatisfied

d. Timeliness of information sent to you:

Very Satisfied Somewhat Satisfied Neutral Somewhat Dissatisfied Very Dissatisfied

e. Quality of written information provided:

Very Satisfied Somewhat Satisfied Neutral Somewhat Dissatisfied Very Dissatisfied

3. The assistance provided on this occasion was instrumental in enabling you to:

a. Export your product in a more timely manner than would have been likely in the absence of help.

Fully Agree Agree Neutral Disagree Wholly Disagree not sure

b. Export in full compliance with the Export Administration Regulations.

Fully Agree Agree Neutral Disagree Wholly Disagree not sure

4. Have you received assistance or information from BXA in the past?

Frequently Occasionally Seldom Never

5. If we could change anything to serve you better, what would that be?

Thank you. You may mail your response using this form or fax to (714)660-9347.