**U.S. Commercial Service Customer Satisfaction Survey**

Top of Form

OMB Control No. 0625-0262
Expiration Date: xx/xx/xxxx

You have been selected to participate in this annual survey evaluating the performance of the U.S. Commercial Service.  Your company has had multiple interactions with our organization and your experiences are very important to us.  Please take about 15 minutes to evaluate the work we did for you over the past twelve months.  For technical assistance or questions about this survey, please contact our toll-free Customer Care Hotline at 1-866-481-8111.

**Your overall experience with the Commercial Service**

**What is your overall satisfaction with the U.S. Commercial Service, based upon your experiences over the past 12 months?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Very dissatisfied** | **Dissatisfied** | **Neither satisfied nor dissatisfied** | **Satisfied** | **Very satisfied** |

**How likely are you to recommend the U.S. Commercial Service, based upon your experiences over the past 12 months?**
**Would NOT                                                            Would
recommend                                                           recommend**

|  |
| --- |
|  |
| **0** | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
|  |  |  |  |  |  |  |  |  |  |  |

**Please comment on your answer.  (The text box will expand as you type.)**





Bottom of Form

**In the past 12 months how many people, if any, have you told about your experiences with the Commercial Service?**

**None**
**1 - 3 people**
**4 - 6 people**
**7 - 9 people**
**10 or more people**

**To what extent do you agree that working with the U.S. Commercial Service provides you with a competitive advantage in achieving your international sales goals?**

|  |
| --- |
|  |
| **Don't know** | **Strongly disagree** | **Disagree** | **Neither agree nor disagree** | **Agree** | **Strongly agree** |
|  |  |  |  |  |  |

**Please comment on your answer.  (The text box will expand as you type.)**



**Our Client Service Principles**
 **To what extent do you agree with the following statements about the assistance you received from the U.S. Commercial Service over the past 12 months:**

|  | **Don't know** | **Strongly disagree** | **Disagree** | **Neither agree nor disagree** | **Agree** | **Strongly agree** |
| --- | --- | --- | --- | --- | --- | --- |
| **We deliver what we promised** |  |  |  |  |  |  |
| **We asked the right questions to understand your needs** |  |  |  |  |  |  |
| **You received consistently high quality service from your primary U.S.-based Commercial Service office** |  |  |  |  |  |  |
| **We treated you courteously** |  |  |  |  |  |  |
| **We managed your expectations** |  |  |  |  |  |  |

**How many of the Commercial Service's international offices have you worked with over the past 12 months?**

**None**
**1 office**
**2 - 3 offices**
**4 - 5 offices**
**6 or more**
**Don't know**

**To what extent do you agree with the following statement:

Over the past 12 months, I have received consistently high quality service from the Commercial Service's international offices.**

|  |
| --- |
|  |
| **Don't know** | **Strongly disagree** | **Disagree** | **Neither agree nor disagree** | **Agree** | **Strongly agree** |
|  |  |  |  |  |  |

**Please rate your satisfaction with the following U.S. Commercial Service export assistance services that you may have received over the past 12 months.** **(If you have not experienced a particular service within the past 12 months, please answer 'Not applicable'.)**

|  | **Not applicable** | **Very dissatisfied** | **Dissatisfied** | **Neither satisfied nor dissatisfied** | **Satisfied** | **Very satisfied** |
| --- | --- | --- | --- | --- | --- | --- |
| **FREE market research (non-customized)** |  |  |  |  |  |  |
| **CUSTOMIZED market research (fee charged)** |  |  |  |  |  |  |
| **Developing an international sales and marketing plan** |  |  |  |  |  |  |
| **Increasing international awareness of your brand** |  |  |  |  |  |  |
| **Identifying qualified international business partners** |  |  |  |  |  |  |
| **Arranging meetings with qualified international business partners** |  |  |  |  |  |  |
| **Background reports on potential international business partners** |  |  |  |  |  |  |
| **Assistance with trade advocacy/international government procurements** |  |  |  |  |  |  |
| **Assistance with overcoming international market access barriers** |  |  |  |  |  |  |
| **Assistance settling disputes with international companies** |  |  |  |  |  |  |
| **Displaying your product/service at international trade shows or events** |  |  |  |  |  |  |

**Should the Commercial Service offer other types of export assistance, in addition to those services listed above?**

* Yes
* No

**If yes, please describe the additional type(s) of export assistance that the Commercial Service should provide.**

|  |
| --- |
|  |

**Our Business Practices**
**Please rate your satisfaction, over the past 12 months, with the following U.S. Commercial Service business practices:**

|  | **Not applicable** | **Very dissatisfied** | **Dissatisfied** | **Neither satisfied nor dissatisfied** | **Satisfied** | **Very satisfied** |
| --- | --- | --- | --- | --- | --- | --- |
| **Our understanding of your business needs** |  |  |  |  |  |  |
| **Follow-up by your representative** |  |  |  |  |  |  |
| **The ease of doing business with us** |  |  |  |  |  |  |
| **Documents were delivered by due date** |  |  |  |  |  |  |
| **Our availability when you wish to contact us** |  |  |  |  |  |  |
| **The quality of our work** |  |  |  |  |  |  |
| **The frequency of our communication with you** |  |  |  |  |  |  |

**Additional Comments and Opportunities**

**Please share any comments with us on areas that you feel were not addressed completely by this survey:  (The text box below will expand as you type.)**



**The U.S. Commercial Service is always striving to find innovative ways to help our clients expand into new markets.  Please indicate whether you may be  interested in participating in a:**

**Discussion on creating new export assistance programs or improving current programs**
**Pilot program for a new or revised export service**
**Not interested**

**Please provide us with your name, phone number and e-mail address so that we may contact you about participating in pilot programs and discussions.**

|  |  |
| --- | --- |
| **Name** |  |
| **E-mail address** |  |
| **Phone number** |  |

**About Your Company**

**In the past 12 months, what has your main contact been within the Commercial Service for export assistance or answers to your export-related questions?**

**Domestically-based staff**
**Internationally-based staff**
**Trade Information Center 1-800-USA-TRAD(E)**
[**www.export.gov**](http://www.export.gov/) **website**
**Other, please specify**  
**Don't know**

**Please select all statements that apply to your company:**

**We have NOT exported in the past 12 months**
**In the past 12 months, we exported for the first time**
**In the past 12 months, we expanded our existing exporting to enter a new market**

**Approximately how many people does your company employ in the U.S.?**

**1-10 employees**
**11-49 employees**
**50-100 employees**
**101-500 employees**
**500+ employees**

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