U.S. Commercial Service Customer Satisfaction Survey

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 ove Service	rall ex	perienc	e with th	ne Comi	mercial
What is your based upon y					al Service,
C Very dissatisfied	O Dissati ed	sfi ⁽⁾ Neith dissatisfi		C Satisfi ed	C Very satisfied
How likely ar based upon y					ervice,
Would NOT recommend			Would recomr	nend	
0 1 2 3	4 5 6	7 8 9		ilella	
0000					
Please comm	ent on yo	ur answer.	(The text box	will expand a	s you type.)
/1012390572/files					

your experie			eople, if any, l rcial Service?	nave you	told about
C None					
1 - 3 people	.				
4 - 6 people	.				
7 - 9 people	.				
^C 10 or more					
Service prov your interna	ides you wi	th a compe goals?	working with tetitive advanta Neither agree	ge in achi	
Don't know	disagree	Disagree		Agree	
	_	_	nor disagree	_	agree
Q	Q	Q	nor disagree	Q	agree ©

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	Disagre e	Neithe r agree nor disagr ee	Agre e	Strong ly agree
We deliver what we promised	Q	C	Q	Q	Q	Q
We asked the right questions to understand your needs	C	C	C	C	C	Q
You received consistently high quality service from your primary U.Sbased Commercial Service office	Q	Q	Q	Ç	Q	Q
We treated you courteously	C	O	Q	O	O	C
We managed your expectations	Q	Ç	Q	Q	Q	Q

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

Q	None
Q	1 office
Q	2 - 3 offices
Q	4 - 5 offices
Q	6 or more
Q	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
O	O	O	O	0	0

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 applicab le	Very dissatisfie d	Dissatisfie d	Neither satisfied nor dissatisfie d	Satisfi ed	Very satisfie d
FREE market research (non-customized)	C	C	C	C	C	Q
CUSTOMIZED market research (fee charged)	Ç	C	C	C	0	Q
Developing an international sales and marketing plan	Q	Q	Q	Q	Q	Q
Increasing international awareness of your brand	C	C	C	C	Q	C
Identifying qualified international business partners	Q	Q	Q	Q	Q	Q
Arranging meetings with qualified international business partners	Ç	Ç	Ç	Ç	Q	Q
Background reports on potential international business partners	Ç	Ç	Ç	Ç	Q	Q
Assistance with trade advocacy/international government procurements	Ç	Ç	Ç	Ç	C	Q
Assistance with overcoming international market access barriers	Q	Q	Q	Q	Q	Q
Assistance settling disputes with international companies	Ç	Ç	Ç	Ç	C	Q
Displaying your product/service at international trade shows or events	Q	Q	Q	Q	Q	Q

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

0	Yes
0	Nο

If yes,	please	describe	the addi	tional typ	e(s) of e	export	assistance [•]	that the
Comm	ercial S	ervice sh	ould pro	vide.				

Our Business Practices

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

	Not applicab le	Very dissatisfi ed	Dissatisfi ed	Neither satisfied nor dissatisfi ed	Satisfie d	Very satisfie d
Our understanding of your business needs	C	Q	C	Q	Q	C
Follow-up by your representative	C	Q	C	Q	C	C
The ease of doing business with us	Q	Q	C	Q	Q	Ç
Documents were delivered by due date	C	C	C	C	Ç	C
Our availability when you wish to contact us	Q	Q	Q	Q	Q	Ç
The quality of our work	C	Q	C	O	O	C
The frequency of our communication with you	Q	Q	Q	Q	Q	Q

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?
O Domestically-based staff
Internationally-based staff
Trade Information Center 1-800-USA-TRAD(E)
www.export.gov website

Q Q	Other, please specify Don't know
Ple	ease 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
□ ma	In the past 12 months, we expanded our existing exporting to enter a new rket
	proximately how many people does your company employ in the S.? 1-10 employees 11-49 employees 50-100 employees 101-500 employees 500+ employees
and r perso requi regar	c reporting for this collection of information is estimated to be 15 minutes per response, including the time for reviewing instructions, and completing eviewing the collection of information. All responses to this collection of information are voluntary. Notwithstanding any other provision of law, no in is required to respond to, nor shall any person be subject to a penalty for failure to comply with, a collection of information subject to the rements of the Paperwork Reduction Act unless that collection of information displays a current valid OMB control number. Send comments ding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Reports Clearance er, International Trade Administration, Department of Commerce, Room 4001, 14th and Constitution Avenue, N.W., Washington, D.C. 20230.
	012390572/files /1012390572/files /1012390572/files /1012390572/files /1012390572/files /1012390572/files