CICC Customer Satisfaction

Date:

Tell us how to improve our services!

1) Overall, how satisfied or dissatisfied are you with CICC?
   • Very satisfied (5)
   • Somewhat satisfied (4)
   • Neither satisfied nor dissatisfied (3)
   • Somewhat dissatisfied (2)
   • Very dissatisfied (1)

2) Which category of services did you purchase?
   • Informative services
   • Event and communication
   • Business Contact
   • Assistance services or consultancy for a specific sector

3) How well do our services meet your needs?
   • Extremely well (5)
   • Very well (4)
   • Somewhat well (3)
   • Not so well (2)
   • Not at all well (1)

4) How likely are you to purchase any of our services again?
   • Extremely well (5)
   • Very well (4)
   • Somewhat well (3)
   • Not so well (2)
   • Not at all well (1)

5) How would you rate the quality of our services?
   • Very High quality (5)
   • High quality (4)
   • Neither high nor low quality (3)
   • Low quality (2)
   • Very low quality (1)
6) How long have you been a member of CICC/or do you know the CICC?
   - This is the first year
   - This is the second year
   - More than 2 years
   - ...
   - I haven’t made any purchase yet

7) How did you get in touch with the CICC?
   - Internet
   - CICC events
   - Through the experience of a friend/colleague

8) How likely is it that you would recommend this company to a friend or colleague?
   - 1 (Not at all likely)
   - 2
   - 3
   - 4
   - 5 (Extremely likely)