CICC Customer Satisfaction

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)