



Camera di Commercio Italiana in Cina
中国意大利商会
China–Italy Chamber of Commerce

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)

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- 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)

