

**Monterey County Business Council
Economic Sustainability Program
(Designed to Retain Businesses & Employees)
Customer Satisfaction Survey**

1. What is your company's primary type of business?

2. Please identify the activity that best describes your most recent contact:

- Working with the Business Council to learn about the Economic Sustainability Program
- Working with the Small Business Development Center at CSUMB to receive services
- Working with the Small Business Development Center at Cabrillo College to receive services
- Working with the One Stop Career Center re WARN notice.
- Working with the One Stop Career Center to upgrade the skills of current workers
- Placing a job order with the One Stop Career Center to fill a job opening
- Other general information about the program and services available

3. Utilizing a scale of 1 to 5 where "1" means "very dissatisfied" and "5" means "very satisfied" what is your overall satisfaction with the services you received? _____

4. Considering all of the expectations you may have had about the services available to employers, to what extent did the services meet your expectations? "1" means "falls short of your expectations" and "5" means "exceeds your expectations". _____

5. How did you first learn about the Economic Sustainability Program?

- Employer groups, associations, Rotary, Chambers, etc.
- Direct mail
- Internet
- Advertisement, promotional information in the media
- Word of mouth
- Other / not sure

6. If you needed similar services again (i.e., fill an open position, assistance for workers you had to lay-off, or additional funding to upgrade the skills of current workers), how likely is it that you would use the services again?

- Definitely would
- Probably would
- Maybe / unsure
- Probably would not (*state reason*) _____

7. How would you rate the quality of the services you received on a scale of 1 to 5 where "1" means "poor" and "5" means "excellent"? _____

8. How would you rate the staff you interacted with over the course of your involvement with the program services in the following areas?

- Professional
- Timeliness in processing paperwork, response to requests and follow up work
- Knowledgeable about the services they provide
- Genuine interest in helping employers and employees
- Definitely would NOT (*state reason*) _____

Thank you for taking time out of your busy schedule to complete this survey. If you would like more information on the business services and programs offered please contact (831) 883-9443, ext. 16 or email info@mcabc.biz.