

## Enterprise Charlotte Customer Experience Survey

Thank you for your feedback! We appreciate your honest opinion and will take your input into consideration while providing economic development services in the future. If you have further comments, please contact:

Michael Rouse, Executive Director  
Enterprise Charlotte  
(506) 529-5518; [Michael.rouse@enterprisecharlotte.ca](mailto:Michael.rouse@enterprisecharlotte.ca)

Today's Date:

Your Enterprise Charlotte contact:

Optional:

Name:

Company:

Time period of your service experience:



1. How did you first hear of Enterprise Charlotte?
  - Advertisement in the St. Croix Courier
  - Newsletter
  - Web search
  - Referred by a friend, family member or colleague
  - Referred by a government agency
  - Other:
  
2. How did you first make contact with an Enterprise Charlotte representative?
  - In person
  - By e-mail
  - By telephone
  - Through a web site general inquiry
  - At an event
  - Other:
  
3. In evaluating your recent service experience, did the quality of service you received:
  - Exceed expectations
  - Meet expectations
  - Did not meet expectationsIf the service did not meet your expectations, please explain:
  
4. Were your telephone calls answered and/or returned in a prompt manner?
  - Yes
  - NoIf no, please explain:

5. Did the Enterprise Charlotte representative meet with and/or assist you in a timely manner?

- Yes
- No

If no, please explain:

6. Did the process of getting your question(s) answered:

- Exceed expectations
- Meet expectations
- Did not meet expectations

If the service did not meet your expectations, please explain:

7. Was the Enterprise Charlotte representative able to assist you?

- Yes
- No

8. How did the Enterprise Charlotte representative assist you?

- My question was answered right away.
- The representative had to do some research then answered my question.
- The representative contacted another agency for more information then answered my question.
- The representative referred me to another agency for assistance.
- The representative did not assist me with my question.
  - Please explain:

9. Do you feel the Enterprise Charlotte web site is "user friendly"?

- Yes
- No
- Not applicable

10. Did the Enterprise Charlotte web site provide you with adequate information?

- Yes
- No
- Not applicable

11. Please comment on how Enterprise Charlotte can improve the web site:

12. Would you recommend the services of Enterprise Charlotte to your colleagues?

- Yes
- No

If no, please explain:

Please feel welcome to comment on how Enterprise Charlotte exceeded your expectations and/or provide some feedback on how Enterprise Charlotte can improve the services offered for future clients.