

Solvang Chamber of Commerce  
Member Benefits Survey

The Solvang Chamber of Commerce is conducting a survey in order to improve the services we provide to our members. Your response and comments will be kept confidential. Thank you for your participation.

Type of Business \_\_\_\_\_ Number of Employees \_\_\_\_\_

What is your role: Owner/manager Employee Other \_\_\_\_\_

How long have you been in business: \_\_\_\_\_ How long have you been a Chamber member? \_\_\_\_\_

What communication tools do you use the most?

(select three)

Fax	Facebook
Mail	Linked-in
E-mail	Twitter
Phone	Web site
Text message	Other _____

Thinking about business in general, what would you say is the biggest challenge facing Solvang businesses?

((Please select three))

- The economy
- Employment issues
- City regulations
- County, state, federal regulations
- Traffic/parking
- Competition
- Retail/service development
- Other \_\_\_\_\_

Which of the following services do you think should be the main purpose of the Solvang Chamber of Commerce?

Please rank the following items in order of the highest priority from 1 -4, with 1 being the highest priority

- \_\_\_\_\_ Provide networking opportunities
- \_\_\_\_\_ Promote business growth
- \_\_\_\_\_ To lobby in the interests of business
- \_\_\_\_\_ To provide and share information among the community

In the past year have you attended any Chamber functions? Yes No

If yes, which ones?

- Member mixer
- Annual installation dinner
- State of the City luncheon
- Chamber sponsored trip to China or Croatia
- The Amazing Race

If you do not participate in Chamber functions, please indicate why: (please mark all that apply)

- Too busy
- Inconvenient time of day
- Not interested in function
- Did not join to go to functions
- Uncomfortable with people I don't know
- Cost
- Other \_\_\_\_\_

Which of the following Chamber benefits are the most important to you (please select three)

- Make new business contacts
- Increase your web presence
- Member to member discount program
- Business referrals
- Shop Local! Ads
- Networking
- Community Involvement

The Chamber is planning to update its website. Which of the following website features are of interest to you? (please mark all that apply)

- Member to member discount program
- Promote a sale/special event
- Web links from the on line directory to your business website
- Post member events
- Post job openings
- Post commercial property listings
- Advertise on Chamber website
- On line directory
- Other \_\_\_\_\_

Which of the following Chamber sponsored functions are of interest to you? (please mark all that apply)

- Business seminars
- Business Expo
- Evening mixer networking
- Breakfast meeting networking
- Chamber sponsored trips
- Secret Shopper program
- Best of Solvang awards
- Window decorating contest
- Amazing Race
- Annual installation and awards dinner
- Golf Tournament
- Other \_\_\_\_\_

On a scale of 1 – 10, with 10 being the highest/best/most favorable, please rate the following:

- \_\_\_\_\_ The image of the Solvang Chamber in the community
- \_\_\_\_\_ The value of the Solvang Chamber to local business
- \_\_\_\_\_ How well the Chamber represents business concerns to the City Government
- \_\_\_\_\_ The responsiveness and effectiveness of the Chamber staff
- \_\_\_\_\_ The responsiveness and effectiveness of the Board of Directors

What can the Chamber do to improve its service to you? \_\_\_\_\_

(More space  
type here)

\_\_\_\_\_