

1.

NYC Business Solutions Training is committed to serving local employers. Your answers will help us to continue to improve the program and will in no way impact your relationship with Training Funds. We will be collecting individual trainee outcomes from you separately.

2. CONTACT INFORMATION:

* Name:

* Title:

* Name of business:

3. OVERALL RESULTS:

What specific productivity gains did you expect to gain as a result of the training award? Please list them below.

How did actual productivity gains achieved as a result of this program compare with your expectations?

Better than expected

Same as expected

Worse than expected

Too soon to tell

Different from expected

4. INCREASE IN BUSINESS RESULTS:

Did any of the following business measures increase as a direct result of this training program? For example: customer retention increases by 5%.

1) Labor productivity?

Yes

No

If yes, please estimate the increase:

1-3%

4-10%

10-20%

20%+

2) Sales?

Yes

No

If yes, please estimate the increase:

1-3%

4-10%

10-20%

20%+

3) Customer retention?

Yes

No

If yes, please estimate the increase:

1-3%

4-10%

10-20%

20%+

5. DECREASE IN BUSINESS PROBLEMS

Did any of the following business measures decrease as a result of this training program? For example: customer service complaints decreases by 10%.

1) Production time?

Yes

No

If yes, please estimate the decrease:

1-3%

4-10%

10-20%

20%+

2) Employee turnover?

Yes

No

If yes, please estimate the decrease:

1-3%

4-10%

10-20%

20%+

3) Production waste or scrap?

Yes

No

If yes, please estimate the decrease:

1-3%

4-10%

10-20%

20%+

4) Errors?

Yes

No

If yes, please estimate the decrease:

1-3%

4-10%

10-20%

20%+

5) Customer service complaints?

Yes

No

If yes, please estimate the decrease:

1-3%

4-10%

10-20%

20%+

6. FEEDBACK/SUGGESTIONS:

If you experienced any other benefits from this training, please identify them:

If possible, please estimate the extent of these benefits numerically:

Please feel free to include any additional comments about outcomes that resulted from your Training Funds project:

Thank you for your time.