



# Village of Westchester

## Economic Development Committee

### BUSINESS RETENTION SURVEY

Business Information		
Business Name		Date of Completion (mm/dd/yy)
Business Owner Name	Business Contact Name	Business Address
Phone ( ) -	Fax ( ) -	Email:
Year Established:	Years at your current location:	
Property Owner Information		
Property Owner Name	Property Owner Address	
Property Owner Phone ( ) -	Property Owner Fax ( ) -	Property Owner Email:
If the owner has an authorized agent:	Owner's Authorized Agent's Name:	Owner's Authorized Agent's Address:
Owner's Authorized Agent's Phone: ( ) -	Owner's Authorized Agent's Fax: ( ) -	Owner's Authorized Agent's Email:

1. What is your business sector? *(Please check one)*

#### Retail/Wholesale Trade

- Bldg Material, Garden Equip and Supplies Dealers
- Clothing and Clothing Accessories Stores
- Electronics and Appliance Stores
- Food and Beverage Stores
- Furniture and Home Furnishings Stores
- Gasoline Stations
- General Merchandise Stores
- Health and Personal Care Stores
- Miscellaneous Store Retailers
- Motor Vehicle and Parts Dealers
- Sporting Goods, Hobby, Book, and Music Stores
- Non-Store Retailers
- Wholesale Trade, Durable Goods
- Wholesale Trade, Nondurable Goods
- Other: \_\_\_\_\_

#### Recreation/Entertainment

- Accommodations
- Amusement, Gambling, & Rec. Industries
- Arts, Entertainment, and Recreation
- Food Services and Drinking Places
- Museums, Historical Sites, & Similar Inst.
- Scenic and Sightseeing Transportation
- Other: \_\_\_\_\_

#### Services

- Administrative & Support Services
- Construction
- Educational Services
- Finance & Insurance
- Hospitals
- Nursing and Residential Care Facilities
- Professional, Scientific, & Tech. Services
- Real Estate & Rental & Leasing
- Waste Mgmt & Remediation Services
- Other: \_\_\_\_\_

#### Industrial Sectors

- Advanced Manufacturing
- Building & Construction
- Communications
- Consumer Goods Producer
- Diversified
- Durable goods producer
- Energy & Energy Utilities
- Health care & Pharmaceuticals
- High-end Business Services
- Industrial Goods
- Technology/Information
- Telecommunications
- Transportation

Other: \_\_\_\_\_

2. What are your primary products/services? \_\_\_\_\_
3. What are your secondary products/services? \_\_\_\_\_
4. Compared to last year, are sales this year:  Increasing  Decreasing  Same  Unknown/No Answer
5. How many employees do you have? FT \_\_\_\_\_ PT \_\_\_\_\_ Seasonal \_\_\_\_\_
6. Do you anticipate a change in the size of your workforce?  Increase  Decrease  Same  Unknown/No Ans
7. Do you have any renovation/expansion/relocation/growth plans?  Yes  No
- Renovation Plans  Yes  No Please explain: \_\_\_\_\_
- Expansion Plans  Yes  No Please explain: \_\_\_\_\_
- Relocation Plans  Yes  No Please explain: \_\_\_\_\_
- Closing Business  Yes  No Please explain: \_\_\_\_\_
- Selling Business  Yes  No Please explain: \_\_\_\_\_
8. If you have expansion or renovation plans, would you like the Village to contact you for further assistance?
- Yes  No  Not Applicable
9. Have you been contacted by other states, cities, etc., regarding relocation?  Yes  No  Unknown/No Ans.  
If so, what city/state has contacted you? \_\_\_\_\_
- What points were made to try to encourage you to move?  
\_\_\_\_\_  
\_\_\_\_\_
10. Is the Village business-friendly?  Yes  No  Not Applicable
- Please explain?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
11. Are you a member of the Westchester Chamber of Commerce?
- Yes  No Please explain: \_\_\_\_\_
12. Are you interested in joining the Westchester Chamber of Commerce?
- Yes  No Please explain: \_\_\_\_\_  Not Applicable-Existing Chamber Member
13. Would you like more information about joining the Westchester Chamber of Commerce?
- Yes  No  Not Applicable-Existing Chamber Member
14. What can the Village do to help you improve the level of customer service in your organization?
- Provide training opportunities on the topic of hiring/onboarding
- Provide training opportunities on strategies for follow up with customers
- Provide other training opportunities for employees and/or management.
- Other, please specify: \_\_\_\_\_
- Unknown/No Answer
15. What challenges do you face in marketing your business?
- Limited budget for marketing
- No website
- No social media presence
- Need access to resources to help my business with marketing
- Other, please specify: \_\_\_\_\_
- Unknown/No Answer

16. What is the best way for the Village to communicate with you?

- Email       Social Media       US Postal Mail

17. The Economic Development Committee has been hosting a series of educational seminars and wanted to reach out to the business community to determine which topics would be of interest. Please pick your **top three** educational topics:

- |   |  |
|---|--|
| <input type="checkbox"/> Managing Risk (Business Insurance) | <input type="checkbox"/> Government resources (SBA, SBDC, State of IL, etc)                      |
| <input type="checkbox"/> Financing/Lending                  | <input type="checkbox"/> Marketing   |
| <input type="checkbox"/> Permit Process                     | <input type="checkbox"/> Social Media/SEO  |
| <input type="checkbox"/> Legal Issues that impact business  | <input type="checkbox"/> Starting a business in Illinois   |
| <input type="checkbox"/> How to read financial statements   | <input type="checkbox"/> Personnel/Human Resources (Hiring/Firing/Health Care/Minimum Wage, etc) |
| <input type="checkbox"/> Other, please specify: _____       |  |

18. What is the best time for an educational seminar? **Please select one:**

- |   |  |
|---|--|
| <input type="checkbox"/> Morning (7:30 AM – 9:00 AM)      | <input type="checkbox"/> Afternoon (1 PM – 4 PM)   |
| <input type="checkbox"/> Mid-Morning (9:00 AM – 11:00 AM) | <input type="checkbox"/> After Hours (4 PM – 7 PM) |
| <input type="checkbox"/> Lunch (11 AM – 1 PM)             |  |

19. What is the best length of time for an educational seminar? **Please select one:**  1 hour    1.5 hours    2 hours

20. What services would you like to see provided by the Village or associated organizations?

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21. Have any local policies/regulations **impacted OR benefited** your business?

- Yes, please explain: \_\_\_\_\_  No    Unknown/No Answer

22. Any additional comments you would like to make?

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