



CLIENT SATISFACTION SURVEY

We hope you and your pet received the attention you deserve. Please help us maintain our high standards by completing this survey. Thank you in advance for your time and candor.

WHICH LOCATION DID YOU VISIT?

- Crown Point
- Demotte

WHAT WAS YOUR FIRST IMPRESSION?

- Clean
- Littered/unkempt

HOW DID YOU FIND OUR OFFICE?

- Current patient
- Referred by friend/family
- Saw sign
- Yellow pages
- Website
- Face Book
- Other (please specify in comment area below)

OUR WAITING ROOM WAS (CHECK ALL THAT APPLY)

- Clean and neat
- Comfortable
- Child-friendly
- Uncomfortable
- Disorderly
- Odor-free
- Needed odor control

OUR OFFICE HOURS ARE

- Convenient
- Not convenient

OUR RECEPTIONIST(S) WERE

- Friendly and empathetic
- Ignored me or were unfriendly
- Indifferent

HOW PROMPT WAS OUR STAFF WHEN YOU CONTACTED OUR OFFICE?

- My call was answered right away
- The phone rang several times before someone answered
- I was placed on hold for a long time
- I didn't contact you by phone

THE VET TECHNICIAN WHO SAW MY PET

- Was friendly with me and my pet
- Was gentle
- Seemed confident and capable
- Communicated poorly

THE VETERINARIAN WHO SAW MY PET

- Greeted me warmly
- Listened to my description of symptoms
- Did not seem interested in what I had to say
- Seemed rushed
- Described the diagnosis and treatment clearly
- Left me confused about treatment

THE VETERINARIAN IN GENERAL WAS

- Professional in appearance and manner
- Acceptable in appearance and manner
- Mediocre in appearance and manner
- A good communicator
- Insensitive

WAS YOUR WAIT TIME REASONABLE?

- Yes
- No

DID YOU UNDERSTAND THE FEES?

- Yes
- No

WERE OUR FEES REASONABLE?

- Yes
- No

WOULD YOU RECOMMEND US TO OTHERS?

- Yes
- No

COMMENTS AND SUGGESTIONS