

Client satisfaction survey

Tell us what you think!

At ABC Animal Hospital, we care about pets and their people, and we strive to provide you with excellent veterinary service in a modern, clean, and caring environment. You can help us reach and maintain this level of service by sharing your needs and expectations. By completing this questionnaire, you'll help us discover topics that concern you so we can make our practice better. Thank you for your time and thoughts.

How did you choose our office?

- A friend or relative recommended the practice
- I drove by
- I saw the practice in the yellow pages
- Other: _____

The parking lot/grounds are:	Don't Agree	Neutral	Agree
Clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spacious	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The reception area is:	Don't Agree	Neutral	Agree
Comfortable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Neat and clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Odor-free	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child-friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Office hours are convenient: Don't Agree Neutral Agree

If you disagreed, please specify times that would be more convenient for you to visit:

The receptionist(s):	Don't Agree	Neutral	Agree
Greeted us	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Seemed warm and cheerful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gave us undivided attention	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Seemed hospitable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Answered all my questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

When I telephoned:	Don't Agree	Neutral	Agree
My call was answered promptly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Making an appointment was easy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please share any additional comments about our practice or services: _____
