



# Client Satisfaction Survey

Tell us what you think!

At Windermere 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. 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 received a flyer
- Other: \_\_\_\_\_

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

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

Office Hours Are Convenient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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If you disagreed, please specify times that would be more convenient for you to visit.

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

When I telephoned	Don't Agree	Neutral	Agree
My call was answered promptly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Making an appointment was easy      o                      o                      o

On a scale of 1-5, how would you rate our overall performance? \_\_\_\_\_

Please share any additional comments about our practice or services:

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