

**CLIENT QUESTIONNAIRE**

*We thank you for taking time to answer the following questions.*

About our parking lot:

- Adequate Parking ..... ( )
- Inadequate Parking ..... ( )
- Clean ..... ( )

Are our hours convenient? ..... Yes ( ) No ( )

What hours would better accommodate your schedule? \_\_\_\_\_

Did you consider the waiting time to be excessive? .... Yes ( ) No ( )

Our waiting room was:

- Comfortable ..... ( )
- Uncomfortable ..... ( )
- Clean ..... ( )

The Veterinarian:

- Was friendly and courteous ..... Yes ( ) No ( )
- Took an interest in my pet ..... Yes ( ) No ( )
- Provided satisfactory treatment ..... Yes ( ) No ( )

Our receptionist was:

- Warm and Cheerful ..... ( )
- Impolite ..... ( )
- Knowledgeable ..... ( )

- Explained my pet's problem in easily-understood language ..... Yes ( ) No ( )
- Left me confused about how to treat my pet ..... Yes ( ) No ( )

Medical treatment was: Exceptional ( ) Satisfactory ( ) Poor ( )

When you telephoned:

- Call answered promptly ..... ( )
- Long wait before answered ( )
- Had trouble getting through ( )
- Had to call several times ..... ( )

The fees:

- Did you understand the fees? ..... Yes ( ) No ( )
- Do you feel the fees were reasonable? ..... Yes ( ) No ( )
- Would you recommend us to others? ..... Yes ( ) No ( )

If no, why not? \_\_\_\_\_

Telephone conversation was:

- Courteous ..... ( )
- Hurried ..... ( )
- Impolite ..... ( )
- I did not telephone ..... ( )

Why did you choose our hospital? \_\_\_\_\_

If you were referred to our office by the Yellow Pages, what in our ad attracted you? \_\_\_\_\_

If you were our Practice Manager, what suggestions would you have for improvement in the office, staff, or procedures? Please be honest, as we can only consider that of which we are aware. This is your animal hospital, too — and we welcome ways to serve you better.

Your comments: \_\_\_\_\_  
\_\_\_\_\_