

CLIENT SATISFACTION SURVEY

At Talburt Animal Health Center, we strive to provide excellent veterinary service in a clean and caring environment. Please help us ensure this level of service by providing us with your feedback. Thank you for your time and thoughts.

How Did You Choose Our Clinic:

A friend or relative recommended the practice..... Yes No N/A

If Yes whom may we thank?

I drove by and saw your clinic sign.....

I saw the practice in the yellow pages.....

I found you through a search engine.....

Other:

Your Telephone Experience:

My call was answered promptly..... Yes No N/A

It was easy to make an appointment.....

I was referred to the hospital website to get necessary forms ahead of time.....

I was placed on hold too long.....

I was offered to be called back if needed.....

Your Impression of Our Receptionist (Over the Phone):

Friendly and attentive..... Yes No N/A

Courteous.....

Informative.....

Your Impression of Our Receptionist (in Person):

Smiled and greeted me warmly..... Yes No N/A

Aware of purpose of visit.....

Seemed friendly and cheerful.....

Gave me undivided attention.....

Answered all my questions.....

Your Impression of Our Reception Area:

Comfortable..... Yes No N/A

Neat & Clean.....

Counter tops free from clutter.....

Retail displays are well organized.....

Odor-free.....

Pet-friendly.....

Your Impression of Our Parking Lot/Grounds:

Clean..... Yes No N/A

I found a parking spot with ease.....

Your Impression of Our Clinic Website:

I visited the Talburt Animal Health Center website..... Yes No N/A

I found the website to be helpful & resourceful.....

I printed out any necessary forms ahead of time from the website.....

I registered to be a member and/or to receive free newsletters.....

You Impression of Our Veterinary Assistant:	Yes	No	N/A
Greeted me with warmth.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was gentle with my pet.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seemed proficient and knowledgeable.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gave me the information I needed.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Your Impression of Our Veterinarian:	Yes	No	N/A
Introduced himself.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Listened to what I said.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gave clear advice about how to treat my pet.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professional in manner and appearance.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Answered my questions.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Made me feel valued.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional Questions:	Yes	No	N/A
Was your wait time reasonable?.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did you understand all of our fees?.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If "No" please explain

Will you recommend us to others?
Why or why not?

What suggestions do you have for improving the office, staff or procedures?

If you would like us to contact you, please fill out the necessary information.

Name:	
Email:	
Phone:	

Return the completed survey to:

**Talburdt Animal Health Center
Attention: Client Survey
3001 Porter Wagoner Blvd.
West Plains Missouri 65775**