



# The Animal Hospital

Home Town Values State of the Art Medicine

**Client Survey:** We would like your valuable opinion. Please take a few moments to fill out this survey.

## Hospitality: Courtesy & Friendliness

	Exceeded My Expectations	Met My Expectations	Opportunity for Improvement	Does not Apply
Reception	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Technician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exam Assistant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Doctor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Performance: Service & Quality

	Exceeded My Expectations	Met My Expectations	Opportunity for Improvement	Does not Apply
Reception	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Technician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exam Assistant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Doctor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1. Did we answer your phone call in four rings or less? Yes  No   
Please explain \_\_\_\_\_
2. Were we able to accommodate you in scheduling an appointment? Yes  No   
Please explain \_\_\_\_\_
3. Were you greeted and checked-in in a timely and friendly manner? Yes  No   
Please explain \_\_\_\_\_
4. Was the hospital environment clean and welcoming? Yes  No   
Please explain \_\_\_\_\_
5. Did you enjoy your visit with us enough to recommend us to a friend? Yes  No   
Please explain \_\_\_\_\_
6. Do you feel the doctor(s) answered your questions? Yes  No   
Please explain \_\_\_\_\_

If there is any way we can make your visit more pleasant, please tell us how we can improve. Please feel free to write on the back of this page. Thank you for your help.

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