



Client Questionnaire

*Thank you for your recent visit to Bull's Head Pet Hospital.
We hope your experience was both caring and informative.
We truly believe pets are people too.*

***The staff at Bull's Head Pet Hospital vows to purr-sue a bird's-eye view.
Customer feedback is essential for providing clients with the pick of the litter in pet
care. To accomplish this, we ask you to fill out this survey. Don't let the cat get your tongue.***

(Check **one** or more boxes)

OUR PARKING LOT AND GROUNDS ARE:

- Adequate
- Inadequate
- Clean
- Going to the dogs

OUR RECEPTION ROOM IS:

- Comfortable
- Uncomfortable
- Child-friendly
- Neat and clean
- Disorderly
- Odor-free
- A neglected kitty-litter box

OUR OFFICE HOURS ARE:

- Convenient
- Restrictive and should be expanded
- For early birds, you and your pet are more night owls

OUR CLIENT SERVICE REPRESENTATIVE(S):

- Stood and greeted you
- Gave their undivided attention
- Were hospitable, warm and cheerful
- Seemed indifferent

WHEN YOU TELEPHONED:

- Your call was answered promptly
- There was a long wait for someone to answer
- You had trouble getting through
- You were placed on hold too long

YOUR PHONE CONVERSATION WAS:

- Courteous
- Informative
- Impolite
- Hurried
- Preoccupied
- I did not phone

OUR TECHNICIAN/EXAM ROOM ASSISTANT:

- Greeted you warmly
- Was gentle with your pet
- Seemed proficient and knowledgeable
- Was a poor communicator

THE VETERINARIAN:

- Introduced himself warmly
- Attentively listened as you described your pet's symptoms
- Left you confident about how to treat your pet
- Left you confused about how to treat you pet
- Seemed rushed
- Clearly described the diagnosis and treatment

THE VETERINARIAN (PART II):

- Was professional in manner and appearance
- Was acceptable in manner and appearance
- Was inferior in manner and appearance
- Comforted you and your pet
- Exhibited good people skills
- Exhibited poor people skills

WAS YOUR WAITING TIME REASONABLE?

- Yes
- No

WERE YOU OFFERED HEARTWORM AND/OR FLEA & TICK PROTECTION?

- Yes
- No

DID YOU UNDERSTAND OUR FEES?

- Yes
- No

WERE FEES REASONABLE FOR QUALITY OF SERVICE?

- Yes
- No

DID WE MEET YOUR EXPECTATIONS?

- Yes
- No

WOULD YOU RECOMMEND US TO OTHERS?

- Yes
- No



**IF YOU RESPONDED NEGATIVELY TO ANY OF THE ABOVE QUESTIONS,
PLEASE DISCUSS BELOW.** _____



**WHAT SUGGESTIONS DO YOU HAVE FOR IMPROVING THE OFFICE, STAFF OR
PROCEDURES?** _____



**YOU ARE WELCOME TO INCLUDE YOUR NAME BELOW SO WE CAN
THANK YOU FOR ANY SUGGESTIONS! WE TRULY APPRECIATE YOUR TIME!**

(Please Print)

THANK YOU!

Your reward for finishing our survey is the
following funny-bone treats:

Q: What do you call a left-handed canine?

A: A southpaw.

"No **m**atter how much cats fight, there always seems to be plenty
of kittens." Abraham Lincoln