



## CLIENT SURVEY

Our mission here at BVC is to maintain a dedicated, caring and knowledgeable team committed to providing exceptional client service and Veterinary Health Care.

You can help us reach and maintain this level of service by sharing your veterinary needs and expectations. By completing this survey, your opinion will be a part of our team meetings and will be discussed and acted upon. **Also if you complete you will receive a \$5.00 starbucks gift card from us in the mail to say thank you, or if you state your name we will give you a \$5.00 credit on your account!**

Thank you for your time and consideration!

(Please note: your privacy is 100% assured)

- | Yes                   | No                    | How did you choose our hospital?              |
|-----------------------|-----------------------|-----------------------------------------------|
| <input type="radio"/> | <input type="radio"/> | A friend or relative recommended the practice |
| <input type="radio"/> | <input type="radio"/> | Drive by                                      |
| <input type="radio"/> | <input type="radio"/> | Google                                        |
| <input type="radio"/> | <input type="radio"/> | Reviews on Yelp or other search engines       |

- | Yes                   | No                    | Your telephone experience:                             |
|-----------------------|-----------------------|--------------------------------------------------------|
| <input type="radio"/> | <input type="radio"/> | My call was answered promptly                          |
| <input type="radio"/> | <input type="radio"/> | Receptionist was helpful and answered all my questions |
| <input type="radio"/> | <input type="radio"/> | Receptionist had a friendly voice                      |
| <input type="radio"/> | <input type="radio"/> | It was easy to make an appointment                     |
| <input type="radio"/> | <input type="radio"/> | I was placed on hold too long                          |
| <input type="radio"/> | <input type="radio"/> | I was offered to have a call back if needed            |
| <input type="radio"/> | <input type="radio"/> | I did not phone                                        |
- If you answered no to any please explain or give suggestions
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- | Yes                   | No                    | Your impression of receptionist (in person):                       |
|-----------------------|-----------------------|--------------------------------------------------------------------|
| <input type="radio"/> | <input type="radio"/> | Warmly greeted me, had eye contact with me & introduced themselves |
| <input type="radio"/> | <input type="radio"/> | Was aware of purpose of my visit                                   |
| <input type="radio"/> | <input type="radio"/> | Was cheerful                                                       |
| <input type="radio"/> | <input type="radio"/> | Gave me undivided attention                                        |
| <input type="radio"/> | <input type="radio"/> | Answered all my questions                                          |
- If you answered no to any please explain or give suggestions
- 
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- | Yes                   | No                    | Your impression of our Reception area: |
|-----------------------|-----------------------|----------------------------------------|
| <input type="radio"/> | <input type="radio"/> | Comfortable                            |
| <input type="radio"/> | <input type="radio"/> | Neat and Clean                         |
| <input type="radio"/> | <input type="radio"/> | Odor-free                              |
| <input type="radio"/> | <input type="radio"/> | Counter tops free from clutter         |
| <input type="radio"/> | <input type="radio"/> | Retail displays well organized         |
- If no to any please explain or give suggestions
- 
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- | Yes                   | No                    | Your impression of our website, if viewed:  |
|-----------------------|-----------------------|---------------------------------------------|
| <input type="radio"/> | <input type="radio"/> | Found website to be helpful and resourceful |

**Yes** **No** **Your impression of our website, if viewed cont'd:**  
  User friendly or easy to navigate  
If no to either please explain or give suggestions

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**Yes** **No** **Your impression of our Technician:**  
  Greeted me with warmth and introduced themselves to me  
  Was gentle and kind to my pet  
  Seemed proficient and knowledgeable  
  Answered any questions I had clearly  
If no to any please explain or give suggestions

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**Yes** **No** **Your impression of our Veterinarian:**  
  Introduced himself/herself  
  Listened to what I said and answered my questions clearly  
  Gave clear advice on how to care for my pet and was thorough  
  Seemed caring to myself and my pet  
  Made me feel valued  
If no to any please explain or give suggestions

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**Yes** **No** **Additional questions:**  
  Was your waiting time reasonable?  
  Do you feel you fees were reasonable?  
  Were the fees explained for you?  
If you marked no please explain

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Would you recommend us to others? **Yes**  **No**   
If yes, we would like to share that we give a \$25 credit to clients that refer friends to us. Your Friends also will receive a 20% discount on their first visit as well!

If you would like us to contact you, please write your name, and a good phone number.

Name: \_\_\_\_\_ Ph# \_\_\_\_\_