

# Grand River Veterinary Hospital Client Survey

In an ongoing effort to improve our service, we would appreciate it if you would take a moment to complete a brief client survey.

Please check all that apply:

## How Did You Choose Our Office?

- Friend
- Relative
- Yellow Pages
- Drove by
- Other (please specify) \_\_\_\_\_  
\_\_\_\_\_

## Our Office Hours Are:

- Convenient
- Restrictive
- Should be open more
- Other (please specify) \_\_\_\_\_  
\_\_\_\_\_

## Our Receptionists:

- Greeted you promptly
- Were warm and cheerful
- Were cold and unfriendly
- Gave their undivided attention
- Were efficient during check-in and check-out
- Made you feel like a valued client

## When You Telephoned:

- Your call was answered promptly
- There was a long wait for some one to answer
- You were placed on hold to long
- Made you feel like a valued client
- Receptionist was able to answer my questions or concerns
- Making an appointment was easy

## Our Exam Room Technician/Assistant:

- Was friendly and greeted you warmly
- Was gentle with your pet
- Seemed proficient
- Was knowledgeable and informative
- Was a poor communicator
- Made you feel like a valued client

## Your Phone Conversation Was:

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

## The Veterinarian:

- Introduced herself with a warm greeting
- Professional in manner and appearance
- Gave her undivided attention
- Seemed in a hurry
- Described the diagnosis and treatment well
- Made myself and my pet feel comfortable
- Answered questions thoroughly
- Made you feel like a valued client

**Was your waiting time reasonable?**

Yes       No

**Did you understand our fees?**

Yes       No

**Did you feel the fees were fair?**

Yes       No

If you check "no" to any of the above three questions, please discuss below:

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My experience at Grand River Veterinary Hospital would have been better if: \_\_\_\_\_

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Would you recommend us to others?     Yes       No

**Thank you!**