



KOWALIGA
VETERINARY
CARE

CLIENT SURVEY

Our mission is to maintain a dedicated, caring and knowledgeable team committed to providing exceptional client service and Veterinary Health Care. We strive toward this excellence through continuing education, technical advances and compassionate care for all pets entrusted to us.

You can help us reach and maintain this level of service by sharing your veterinary needs and expectations. By completing this client survey, you will be a part of our team meetings and be assured that your comments will be discussed and acted upon. Thank you for your time and effort.

(Please Note: Your privacy is 100% assured.)

How Did You Choose our Hospital?

A friend or relative recommended the practice Yes No
I drove by and saw your hospital sign.....
I saw the practice in the Yellow Pages
Found you through the Search Engines
Other:
[]

Your Telephone Experience:

My call was answered promptly Yes No
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
I did not phone

Your Impression of our Receptionist (Over the Phone):

Friendly and attentive..... Yes No
Courteous
Informative

Your Impression of our Receptionist (In Person):

Stood and greeted me Yes No
Aware of purpose of visit
Seemed warm and cheerful
Gave me undivided attention
Seemed hospitable
Answered all my questions

Your Impression of our Reception Area:

Comfortable Yes No
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
I found a parking spot with ease.....

Your Impression of our Hospital Website

I visited the Pet Hospital Website Yes No
I found the website to be helpful & resourceful
I printed out any necessary forms ahead of time from the Hospital Website
I registered to be a member and/or to receive free newsletters.....

Your Impression of our Technician:

Greeted me with warmth.....
Was gentle with my pet
Seemed proficient and knowledgeable
Gave me the information I needed.....
Pet-friendly

Yes
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No
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Your Impression of our Veterinarian:

Introduced himself/herself
Washed his/her hands before examining my pet
Listened to what I said & answered all my questions
Gave clear advice about how to treat my pet
Behaved professional in manner and appearance
Answered all my questions
Comforted me and my pet
Made me feel valued

Yes
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No
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Additional Questions:

Was your waiting time reasonable?
Do you feel the fees were reasonable?
Did you understand all our fees?
If you marked "No" please explain

Yes
○
○
○

No
○
○
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**Will you recommended 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: