

CLIENT SURVEY

Date: _____

Form can be emailed to annettevonstetten@gahde.com

At Governors Avenue Animal Hospital, we care about your pets as if they were our own. We wish to provide you with excellent quality veterinary service in a modern, clean, and caring environment. You can help us in providing for you and your pet's needs by sharing your comments with us about your expectations regarding veterinary care. By completing this questionnaire, you can take part in our staff meetings and be assured that your comments will be discussed and acted upon. Thank you very much for your time and your thoughts.

u can visit us on our website www.gahde.com

Your Name(Optional): _____

Sincerely,
Governors Avenue Animal Hospital

You can visit us on our website at www.gahde.com

WHEN YOU CALLED

Was it answered promptly & professionally Yes No
Were you placed on hold for too long Yes No
Did you have trouble getting in Yes No

Veterinary Technician

Greet you warmly Yes No
Proficient/competent Yes No
Unfriendly/impolite Yes No

WAS THE TELEPHONE CONVERSATION

Courteous/Informative Yes No
Impolite/Hurried Yes No

WHICH VETERINARIAN DID YOU SEE?

Foor
Orth
Sosnowski

IS OR WAS OUR WAITING ROOM

Comfortable/Clean Yes No
Uncomfortable/Messy Yes No

THE VETERINARIAN

Introduced themselves by a warm welcome Yes No
Listened well to my concerns Yes No
Left me with a clear understanding Yes No
Left me confused about how to treat my pet Yes No
Professional in manner and appearance Yes No
Inferior in manner and appearance Yes No
Friendly/Courteous Yes No

CLIENT SERVICE REPRESENTATIVES

Acknowledged you/greeted you promptly Yes No
Unfriendly/impolite Yes No

If you received a puppy or kitten kit from us-Did you find it helpful Yes/No

Are you likely to refer someone to our Practice? Yes\No

Did you wait longer than 15 minutes for your apt? Yes\No

Were you satisfied with the treatment received? Yes/No

IF YOU CHECKED NO TO ANY OF THE ABOVE, PLEASE DISCUSS BELOW

Why did you choose to bring your pet to GAAH?

If you were our Practice Manager, What suggestions would you have for improvement in the office, staff or procedures of the Governor's Avenue Animal Hospital? Please be honest with us so we can make improvements. This is your Animal Hospital too and we welcome ways to serve you better (use the back if needed)

Was the questionnaire for your healthy dog and or cat beneficial today? (comments or suggestions)