

## Client Satisfaction Survey

At La Crescent Animal Care, we care about you and your pets. Our goal is to provide you with a clean and caring environment. To help us better serve you and your pet, please take a moment to fill out this survey on your most recent visit to La Crescent Animal Care.

Remember to consider all aspects of the visit including your initial phone call, appearance, communication with staff and interactions with our veterinarians.

Question 1: What initially brought you to La Crescent Animal Care?

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Question 2: Our grounds: (Check all that apply)

- Were unclean
- Were Clean and Inviting
- Had an Unpleasant Odor

Question 3: When you contacted us to schedule your pet's appointment: (Check all that apply)

- Was your call answered promptly
- Was there a long wait for someone to answer
- Were you placed on hold too long

Question 4: At the time of your pet's appointment, our front desk team (Check all that apply):

Greeted you in a reasonable amount of time  
Was warm and cheerful  
Gave their undivided attention  
Seemed indifferent

Question 5: How long did you wait in the reception area beyond your scheduled appointment time?

0-5 minutes  
5-10 minutes  
10-15 minutes  
More than 15 minutes

Question 6: Our Technician (Check all that apply)

Greeted you warmly  
Handled your pet gently  
Was knowledgeable and well informed  
Acknowledged your concerns  
Needs more training

Question 7: When the technician came out to greet you, did they welcome you and your pet? Did you feel comfortable?

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Question 8: Who was your pet's veterinarian or groomer?

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Question 9: The Veterinarian was:

Professional in manner and competent  
Inferior in manner and appearance  
Good at comforting me and my pet  
Lacked concern, inattentive

Question 10: What other comments do you wish to make about your visit?

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Question 11: Are you happy with our clinic? Would you recommend us to others? Why or why not?

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Question 12: What suggestions would you have for improving the practices daily operations?

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Question 13: Are there any changes to your contact information such as new phone numbers, new mailing address, and new email address?

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