

# Cheektowaga Veterinary Hospital

## Customer Satisfaction Survey

At Cheektowaga Veterinary Hospital, our goal is to provide our clients with the absolute best veterinary care for their pets, by offering a caring, clean, and modern environment. We care about our patients' needs, as well as our clients. Please help share your experience, and offer your feedback regarding your last visit at our hospital. By completing this survey, you will help be a part of staff meetings where clients' comments, and concerns will be discussed and acted upon. Thank you for your time and thoughts.

**1. Why did you choose Cheektowaga Veterinary Hospital?**

Services Provided	Quality/ Reputation	Location/Sign	Internet/ website	Referral from a friend	Yellow Pages	Other
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please explain:

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**2. How likely would you be to recommend us to a friend or associate?**

Very Likely	<input type="radio"/>	Likely	<input type="radio"/>	Neutral	<input type="radio"/>	Unlikely	<input type="radio"/>	Very Unlikely	<input type="radio"/>
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Please explain:

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**3. The team member I spoke to on the phone was:**

Prompt in answering the phone	<input type="radio"/> Yes	<input type="radio"/> No	If No-please explain:
Friendly and attentive	<input type="radio"/> Yes	<input type="radio"/> No	If No-please explain:
Informative	<input type="radio"/> Yes	<input type="radio"/> No	If No-please explain:
I felt that my level of concern was appreciated.	<input type="radio"/> Yes	<input type="radio"/> No	If No-please explain:
My appointment was scheduled in a timely manner, considering the urgency of the situation.	<input type="radio"/> Yes	<input type="radio"/> No	If No-please explain:
My conversation was hurried.	<input type="radio"/> Yes	<input type="radio"/> No	If Yes-please explain:
I did not phone	<input type="radio"/> Yes	<input type="radio"/> No	

Who did you speak with on the phone?

**4. The Receptionist(s):**

- Greeted me promptly  Yes  No If No-please explain: \_\_\_\_\_
- Seemed warm and cheerful  Yes  No If No-please explain: \_\_\_\_\_
- Gave me undivided attention  Yes  No If No-please explain: \_\_\_\_\_
- Seemed hospitable  Yes  No If No-please explain: \_\_\_\_\_
- Answered all of my questions  Yes  No If No-please explain: \_\_\_\_\_
- Who was your receptionist? \_\_\_\_\_

On a scale from 1-5, with 1 being poor, how would you rate our receptionist staff?

- 1  2  3  4  5

**5. The Technician(s):**

- Greeted me warmly  Yes  No If No-please explain: \_\_\_\_\_
- Was gentle with my pet  Yes  No If No-please explain: \_\_\_\_\_
- Seemed proficient and knowledgeable  Yes  No If No-please explain: \_\_\_\_\_
- Had good technical skills  Yes  No If No-please explain: \_\_\_\_\_
- Gave me the information I needed  Yes  No If No-please explain: \_\_\_\_\_
- Did a good job of taking my pet's history.  Yes  No If No-please explain: \_\_\_\_\_
- Who was your technician? \_\_\_\_\_

On a scale from 1-5, with 1 being poor, how would you rate our Licensed Veterinary Technicians?

- 1  2  3  4  5

**6. The Veterinarian(s):**

- Was professional in manner  Yes  No If No-please explain: \_\_\_\_\_
- Was polite and friendly  Yes  No If No-please explain: \_\_\_\_\_
- Listened to what I said  Yes  No If No-please explain: \_\_\_\_\_

<p>Took an appropriate amount of time with me</p> <p>Performed a thorough physical exam</p> <p>Described the diagnose well</p> <p>Gave clear advice about how to treat my pet</p> <p>Answered all my questions</p> <p>Which doctor did you see?</p>	<p><input type="radio"/> Yes</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> Yes</p>	<p><input type="radio"/> No</p> <p><input type="radio"/> No</p> <p><input type="radio"/> No</p> <p><input type="radio"/> No</p> <p><input type="radio"/> No</p>	<p>If No-please explain:</p> <p>If No-please explain:</p> <p>If No-please explain:</p> <p>If No-please explain:</p> <p>If No-please explain:</p>
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On a scale from 1-5, with 1 being poor, how would you rate our Veterinarians?  
 1    2    3    4    5

**7. The Facility:**

<p>The parking lot/grounds were clean.</p> <p>The waiting room was neat and clean.</p> <p>The waiting/examination room had a pleasant odor.</p> <p>The exam room was neat and clean.</p>	<p><input type="radio"/> Yes</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> Yes</p>	<p><input type="radio"/> No</p> <p><input type="radio"/> No</p> <p><input type="radio"/> No</p> <p><input type="radio"/> No</p>	<p>If No-please explain:</p> <p>If No-please explain:</p> <p>If No-please explain:</p> <p>If No-please explain:</p>
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**8. Please consider your experience in general as you read the following statements, and then mark you answer. If the statement does not apply to you, please mark N/A.**

<p>The office hours are convenient.</p> <p>Was your wait time reasonable?</p> <p>I was given an estimate.</p> <p>I understood the fees.</p> <p>Did you feel the fees were fair?</p>	<p><input type="radio"/> Yes</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> Yes</p>	<p><input type="radio"/> No</p> <p><input type="radio"/> No</p> <p><input type="radio"/> No</p> <p><input type="radio"/> No</p> <p><input type="radio"/> No</p>	<p><input type="radio"/> N/A</p> <p><input type="radio"/> N/A</p> <p><input type="radio"/> N/A</p> <p><input type="radio"/> N/A</p> <p><input type="radio"/> N/A</p>
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Generally speaking, does Cheektowaga Veterinary Hospital (check one):

Exceed your expectations    Meet your expectations    Not live up to your expectations

What Suggestions do you have for improving our service?

Is there anyone at our hospital who provided you with exceptionally good OR really poor service?

Thank you for your time.