

Georgia Veterinary Specialists

455 Abernathy Road NE

Atlanta, GA 30325

404-459-0903 / Fax 404-459-6462

CLIENT QUESTIONNAIRE

Our goal at Georgia Veterinary Specialists is to exceed your expectations. Thank you for taking a few moments to let us know how we are doing. Please tell us how we can make it more comfortable for you and your pet when you visit our hospital. Your input is very important to us. Please rank us on the following items:

	Exceptional	Adequate	Needs Improvement
Location / Outside Our Hospital:			
Our hospital was clean and litter free.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We received good location directions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our hospital was easy to find.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Reception Area:			
The reception area was comfortable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The reception area helped us relax.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The area was clean/neat/odorless.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The restroom was clean & in order.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When You Telephoned:			
Your call was answered promptly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You got the person you needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your questions were answered completely.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You got an appointment when needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You spent minimal time on hold.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Telephone Conversation:			
Was handled in a courteous manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was of sufficient length to help you.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was friendly & helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was handled in an efficient manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our Receptionists:			
Greeted you warmly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were helpful/friendly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Had a professional appearance & manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our Technicians:			
Were helpful / friendly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were gentle in handling your pet.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Answered your questions completely and clearly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

