



# How May We Improve??

Please take a moment to help us improve your experience at *All Creatures Animal Hospital*. When you're finished, please drop the questionnaire at our Reception Desk. You may also complete a survey on the Pet Info Center computer inside each examination room.

## Veterinary Service

How often do you visit our facility?

- Every month
- 4 or 5 times a year
- 3 or fewer times a year
- First time

What do you typically purchase?

- Wellness Care
- Vaccinations
- Parasite Treatment
- Surgical Services
- Pet Food
- Other

How would you rate our veterinary services?

- Consistent high quality
- Generally good
- Quality varies each visit
- Poor quality

How would you rate our pet food products?

- Consistent high quality
- Generally good
- Quality varies
- Poor quality

## Client Service and Hospital Environment

How long did you wait before being greeted?

- Immediately
- Less than 1 minute
- 1 to 3 minutes
- More than 3 minutes

How long did you wait before entering an exam room?

- Less than 5 minutes
- 5 to 10 minutes
- 10 to 15 minutes
- More than 15 minutes

How would you rate the staff?

- Friendly and helpful
- Average
- Varies on each visit
- Poor service

Was our Hospital clean and inviting?

- Yes
- No

## Additional Comments *(Are there any ways we may make things more convenient for you?)*

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(Please use back if additional space is required.)

## About You (Optional)

Your Name: \_\_\_\_\_ Pet's Name: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Would you like to be contacted regarding your comments?      Yes      No

*Thank you for your comments!!*