

Our primary goal at Seville Animal Hospital is to provide exceptional customer service along with outstanding care for your pet. In order to ensure that our customer service exceeds your expectations, we ask that you please fill out the following survey. A self addressed stamped envelope is also provided for your convenience.

How do you rate your experience at Seville Animal Hospital 0 = poor 10= extremely pleased

Phone call answered by a receptionist in a timely manner 0 1 2 3 4 5 6 7 8 9 10 N/A
Comment (optional):

Receptionist helpful and courteous on the phone 0 1 2 3 4 5 6 7 8 9 10 N/A
Comment (optional):

Greeted in a pleasant manner when first arrived for appointment 0 1 2 3 4 5 6 7 8 9 10 N/A
Comment (optional):

Hospital was clean and orderly 0 1 2 3 4 5 6 7 8 9 10 N/A
Comment (optional):

All the staff was helpful and courteous 0 1 2 3 4 5 6 7 8 9 10 N/A
Comment (optional):

Staff conducted themselves in a kind and professional manner 0 1 2 3 4 5 6 7 8 9 10 N/A
Comment (optional):

Your pet was handled in a kind and professional manner 0 1 2 3 4 5 6 7 8 9 10 N/A
Comment (optional):

Staff organized and knowledgeable in their area 0 1 2 3 4 5 6 7 8 9 10 N/A
Comment (optional):

Educational information was provided (if applicable) 0 1 2 3 4 5 6 7 8 9 10 N/A
Comment (optional):

Feel that you and your pet are important to us 0 1 2 3 4 5 6 7 8 9 10 N/A
Comment (optional):

Feel that quality services were provided 0 1 2 3 4 5 6 7 8 9 10 N/A
Comment (optional):

Procedures and services explained to your satisfaction 0 1 2 3 4 5 6 7 8 9 10 N/A
Comment (optional):

Feel that all your questions and concerns were addressed 0 1 2 3 4 5 6 7 8 9 10 N/A
Comment (optional):

Overall had a pleasant experience 0 1 2 3 4 5 6 7 8 9 10 N/A
Comment (optional):

Were you thanked for your business at the end of your visit? _____

New Clients Only: How did you hear about our hospital? (Please circle the appropriate choice)

Word of Mouth Referral Signage outside of building High visibility location Yellow page ad Other advertising

Would you recommend Seville Animal Hospital to your family and friends? Yes or No

Your comments and suggestions are encouraged and appreciated: _____

Thank you for taking the time to evaluate your experience at Seville Animal Hospital.

Dr. Patricia Faust and staff

Name (Optional): _____ Date: _____