

*16th Avenue*  
  
**Animal Hospital**

CLIENT SATISFACTION SURVEY

We want our clients to have a great experience! We value your feedback so we can continue to improve!

**Receive a free Tim Horton's Gift Card upon completion.**

**1. How likely is it that you would recommend this clinic to a friend or colleague?**

Not at all likely

Extremely likely

- 1    2    3    4    5    6    7    8    9    10

**2. Overall, how satisfied are you with our service?**

- Very satisfied  
 Somewhat satisfied  
 Neither satisfied nor dissatisfied  
 Somewhat dissatisfied  
 Very dissatisfied

**3. Which of the following words would you use to describe our service?**

- Reliable  
 High standard  
 Caring  
 Good value  
 Overpriced  
 Ineffective  
 Poor quality  
 Unreliable

**4. How well does our service meet your pet/s needs?**

- Extremely well  
 Very well

- Somewhat well
- Not so well
- Not at all well

**5. How responsive have we been to your questions or concerns?**

- Extremely responsive
- Very responsive
- Somewhat responsive
- Not so responsive
- Not at all responsive
- Not applicable

**6. How long have you been a client of 16th Avenue Animal Hospital?**

- This is my first visit
- Less than six months
- Six months to a year
- 1 - 2 years

**7. How likely are you to chose our clinic again for your pet care?**

- Extremely likely
- Very likely
- Somewhat likely
- Not so likely
- Not at all likely

**8. Do you have any suggestions, or other concerns?**