

CLIENT QUESTIONNAIRE

At Auckland Veterinary Services Ltd, we care about pets and their people. We wish to provide you with excellent quality veterinary service in a modern, clean, and caring environment. You can help us in providing for you and your pet's needs by sharing your comments with us, about your expectations regarding veterinary care. By completing this questionnaire, you can be assured that your comments will be discussed and acted upon.

Thank you very much for your time and your thoughts.

	Unsatisfactory				Satisfactory				Outstanding			
	1	2	3	4	5	6	7	8	9	10	N/A	
Telephone response time	1	2	3	4	5	6	7	8	9	10	N/A	
Our phone manner	1	2	3	4	5	6	7	8	9	10	N/A	
Our Receptionist	1	2	3	4	5	6	7	8	9	10	N/A	
Our practice opening hours	1	2	3	4	5	6	7	8	9	10	N/A	
Our parking lot and grounds	1	2	3	4	5	6	7	8	9	10	N/A	
Our reception and waiting areas	1	2	3	4	5	6	7	8	9	10	N/A	
Our product range	1	2	3	4	5	6	7	8	9	10	N/A	
My Waiting time	1	2	3	4	5	6	7	8	9	10	N/A	
Information / advice provided	1	2	3	4	5	6	7	8	9	10	N/A	
Value for money	1	2	3	4	5	6	7	8	9	10	N/A	
Our Veterinarian	1	2	3	4	5	6	7	8	9	10	N/A	
The follow up on your pets case	1	2	3	4	5	6	7	8	9	10	N/A	
	Never				Maybe				Absolutely			
Would you be likely to refer your friends or family members to our clinic?	1	2	3	4	5	6	7	8	9	10	N/A	

If you were our practice manager, what would you do to improve our clinic, staff or procedures

Would you be happy for us to use these comments as a testimonial on our website? Y / N

Please return this questionnaire via email auckvet@auckvet.co.nz, normal post or drop it off in person to the clinic.

All returned Questionnaires will be entered in a monthly draw for one pack of flea control (drawn once a month)

Thank you for your time. We look forward to continuing a long and happy relationship with you and your pets

From all of the Team at Auckland Veterinary Services Ltd

Please complete your details below for the monthly draw (optional)

Name: _____ Telephone Number _____

Address & Postcode: _____

Email: _____