

Thank You!



**CRESCENTA
CAÑADA**
PET HOSPITAL

3502 Foothill Blvd.
La Crescenta, CA 91214-1893
Ph. (818) -248-3963

ADDRESS SERVICE REQUESTED



— please cut and tab seal with scotch tape —

Are there any other services you would like to see Crescenta Cañada Pet Hospital provide to your family and pet?

Please note any additional thoughts or comments you would like to bring to the attention of our professional staff.

Thank you for taking the time to help us improve our services to you and your pet. If you would like to provide us with your name we will be happy to mail you a free gift for your pet.

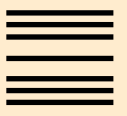
_____ (Optional) CLIENT NAME



Crescenta Cañada Pet Hospital
3502 Foothill Blvd.
La Crescenta, CA 91214-1828



Thank You!



REGULAR
FIRST CLASS
POSTAGE
REQUIRED

Client Questionnaire!

We'd like to thank you for trusting **Crescenta Cañada Pet Hospital** to care for your "best friend". It is a pleasure to serve clients like yourself and we love getting to know each pet that comes through our doors. Your pet's health is our utmost concern and we strive to make sure you and your pet are comfortable and cared for at our hospital.

We hope you are pleased with the service you and your pet received at our hospital. Our staff at **Crescenta Cañada Pet Hospital** would appreciate your evaluation and comments. To be successful in our goals we need to regularly pause, reflect and evaluate how we deliver both veterinary care and client services. We strive to meet and exceed your expectations.

Please take a moment to complete our survey. When finished, please cut along the dotted line. As a special "Thank You" for completing our survey we have a small gift for you. **Please tab seal the 2-panel survey with scotch tape and mail.**

Thank You!



*Dr. James Speas & The Staff of
Crescenta Cañada Pet Hospital*

please cut and tab seal with scotch tape

Please circle the number that best reflects your experiences and opinion. Thank you!

1. Telephone Experience. When scheduling an appointment, checking on a hospitalized pet or asking questions, is the reception staff professional, efficient and knowledgeable?

1 RARELY 2 3 4 5 ALWAYS
SOMETIMES

2. When arriving for your appointment is the reception staff professional, warm and friendly to both you and your pet?

1 RARELY 2 3 4 5 ALWAYS
SOMETIMES

3. Did our retail area provide items that are useful, unique and affordably priced?

1 RARELY 2 3 4 5 ALWAYS
SOMETIMES

4. Did you find the hospital clean and odor free?

1 NO 2 3 4 5 YES
SOMEWHAT

5. When discussing pet wellness programs is the Vet Tech and/or reception staff knowledgeable and understanding in helping you make the best choice for your family and your pet?

1 RARELY 2 3 4 5 ALWAYS
SOMETIMES

6. When discussing your pet's medical issue does the Doctor spend enough time with you explaining your pet's needs and treatment options in a language that you can understand?

1 RARELY 2 3 4 5 ALWAYS
SOMETIMES

7. Do you feel your veterinarian is knowledgeable and makes you feel comfortable in treating your pet?

1 RARELY 2 3 4 5 ALWAYS
SOMETIMES

8. Do you feel the Vet Tech was friendly, knowledgeable, and able to understand your pet's needs?

1 RARELY 2 3 4 5 ALWAYS
SOMETIMES

9. When you pay your bill do you understand what was done, what you paid for and the value in the money you spent?

1 RARELY 2 3 4 5 ALWAYS
SOMETIMES

10. When you leave your pet with us for boarding, does our staff make you feel comfortable and confident that your pet will be safe and happy while you are away?

1 RARELY 2 3 4 5 ALWAYS
SOMETIMES

11. When your appointment has been completed and you are checking out at the reception desk, do you feel it is done in a timely manner and with a feeling of appreciation?

1 RARELY 2 3 4 5 ALWAYS
SOMETIMES

12. We strive to keep our clients informed about important pet health issues. Do you feel our postcards, newsletters and brochures are helpful in educating you about your pet's health?

1 NO VALUE 2 3 4 5 VALUABLE
SOMEWHAT