



How Are We Doing?

Thank you for giving us the opportunity to serve you. Please take a few minutes to fill out this survey on the timeliness and quality of the service you received. We welcome your feedback and your answers will be kept confidential. Thank you for your participation.

- Yes No Did the Dr. explain your pet's physical exam clearly and completely?
- Yes No If your pet was hospitalized, was your pet returned to you clean?
- Yes No Was the billing presented in adequate detail?
- Yes No Would you recommend our veterinary practice to your friends?
- Yes No Did you visit our boarding/grooming, pet supply Studio?
- Yes No If so, was the Studio staff professional and courteous?
- Yes No Were you able to find the supplies you needed?
If not, what would you like us to supply? _____
- Yes No If your pet was groomed here, were you pleased?
- Yes No If your pet was boarded with us, were you pleased?
- Yes No Are our grounds, parking lot and/or facility clean?
- Yes No Was your call answered promptly?
- Yes No Was our telephone response courteous and helpful?
- Yes No Was our receptionist(s) warm and cheerful?
- Yes No Did our receptionist(s) give their undivided attention to you?
- Yes No Did your wait before seeing the doctor seem brief?
- Yes No Did the technician greet you warmly?
- Yes No Was the technician helpful and careful with your pet?
- Yes No Did the technician seem knowledgeable?
- Yes No Was the doctor professional in manner and appearance?
- Yes No Was the doctor courteous and genuinely concerned with your pet's health?

Please list any areas in which our service could be improved or additional comments.

Please mail back to:
Glenolden Animal Hospital
405 MacDade Blvd ~ Glenolden, PA 19036