



Dear Client,

It is important to Vet HQ that we provide you with a quality service. Please take a moment to complete this survey, as it is through your feedback that we can continue to improve our care for your pet. For every survey completed Vet HQ will donate \$2 to Guide Dogs Australia in your pet's name – or you may choose to complete the survey anonymously. Thank you.

Geoff Golovsky and the team at Vet HQ

1. Your name (optional) _____ 2. Your pet's name (optional) _____

3. Please rate Vet HQ on the following:

	Excellent	Above Average	Average	Below Average	Poor	N/A
The efficiency & politeness of the person who answered your call	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The friendliness & helpfulness of the front desk staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The cleanliness & appearance of the reception & waiting area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Which service/s did you use at Vet HQ today? (please select all that apply)

Vet Consultation Dog Day Care Cat Boarding Dog Boarding Other _____

5. Please rate your overall satisfaction level in relation to the service/s you received at Vet HQ today:

	Extremely Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	N/A
Your consultation with the vet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The way in which the vet explained your pet's condition & treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The way the vet answered your questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your dog's groom	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The helpfulness of the groomer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your cat's / rabbit's care in boarding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your dog's day in day care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The helpfulness of the nurse/animal attendant in relation to dog day care or cat/rabbit boarding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Please rate Vet HQ on the following:

	Excellent	Above Average	Average	Below Average	Poor
Overall, how would you rate the <i>quality</i> of our services to you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, how would you rate the <i>value</i> of our services to you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Was there one person today who made a difference to your visit to Vet HQ? (optional) _____

8. Do you have any other comments or suggestions to improve your experience at Vet HQ?

(Please feel free to write further comments on the back of this page)

THANK YOU FOR YOUR TIME