

# CLIENT SURVEY

The doctors and staff of Rice Village Animal Hospital care about pets and their owners. We continually strive to give both you and your pet the best quality service and attention possible. Please tell us how we are doing by completing this survey and mailing or faxing it to us at 713-523-4545. We really want to hear from you!

Importance To You:			How We Did:				
Very Important	Important	Not Very Important		Strongly Agree	Agree	Disagree	Strongly Disagree
			My appointment began promptly at the scheduled time.				
			The attending veterinarian was extremely friendly & courteous.				
			The hospital's staff was extremely friendly & courteous.				
			The veterinarian really cares about my pet(s).				
			The hospital's staff really cares about my pet(s).				
			The veterinarian listened closely to what I had to say.				
			The veterinarian clearly explained all problems & treatments.				
			The hours of operation meet all my needs as a client.				
			The veterinary hospital was exceptionally clean.				
			The services I received were reasonably priced.				
			I would strongly recommend this veterinary hospital to others.				
			This veterinary hospital provides good value for my money.				

Comments: \_\_\_\_\_

\_\_\_\_\_

What was one thing we did that you would like us to keep doing? \_\_\_\_\_

\_\_\_\_\_

What was one thing we did that you would like us to never do again? \_\_\_\_\_

\_\_\_\_\_

Will you refer your family and friends to us? \_\_\_\_\_

If you have any questions or specific concerns you would like us to address please indicate your name and phone number. \_\_\_\_\_

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Rice Village Animal Hospital  
2348 Rice Blvd.  
Houston, TX 77005