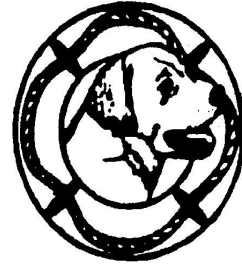


Your Opinion Matters!

Your Opinions are important to us! Please fill out the questions below to see how we can better serve you. Thank you for your input!



LAKE CITY ANIMAL CLINIC

Please check out the following that you feel apply:

WHY DID YOU CHOOSE LAKE CITY ANIMAL CLINIC?

- Friend/Neighbor Family Yellow Pages
 New Resident Newspaper ad Drove by

OUR WAITING ROOM

- Comfortable
 Clean/Neat
 Uncomfortable

OUR RECEPTIONIST

- Warm and Cheerful
 Cool/Unfriendly
 Thorough

OUR TECHNICIAN

- Warm and Cheerful
 Cool/Unfriendly
 Knowledgeable

WHEN YOU TELEPHONED

- Call answered promptly
 Long on-hold time
 Could get convenient appointment
 Had to call several times

TELEPHONE CONVERSATION WAS

- Courteous
 Hurried
 Impolite
 I did not telephone

THE VETERINARIAN

- Explained my pet's problem in easily understood language
 Left me with a clear understanding of my pet's health
 Left me confused about how to treat my pet
 Explained treatment options for my pet clearly

STAFF'S MANNER AND APPEARANCE

- Professional Acceptable Inferior

WAS YOUR WAIT EXCESSIVE? YES NO

HOW LONG? 5 mins. 10 min. 15 min. Other _____

Name (optional) _____ Phone # _____

THE FEES

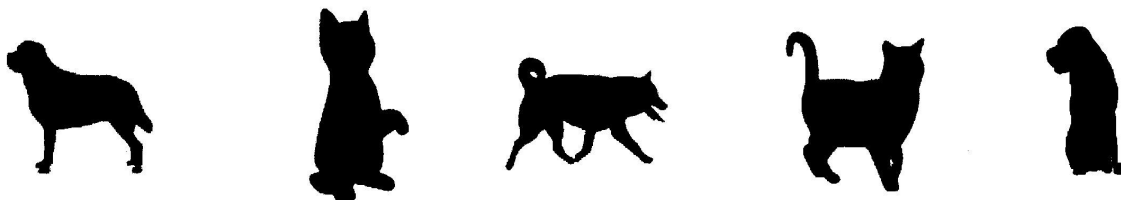
Did you inquire about the fees prior to treatment? YES NO

Did you understand the fees? YES NO

Were the fees gone over at check out? YES NO

Are there any comments you have on the above questions? _____

Do have any suggestions that could improve our services to you? _____



*Thank you for taking the time to fill out this questionnaire!
We want to constantly improve our services for you and your
pets and your opinions are vital in doing so! Thank you again.*

819 E. Winona Ave.
Warsaw, IN 46580

Place Stamp
Here

Lake City Animal Clinic
Attn: Hospital Survey
819 E. Winona Ave.
Warsaw, IN 46580