

Thank you for choosing **Broadway Animal Hospital**. We appreciate the opportunity to give quality service. We want to know that we have exceeded your expectations. Please take a moment to complete this brief survey so we may continue to deliver outstanding service to our clients and patients!

How were you referred to our office?

Friend Phonebook Web Site Google/Search Engine Facebook

When telephoned (Check all that apply)

- Call was answered promptly
- Had trouble getting through
- Questions handled to your satisfaction
- The call seemed hurried
- We were courteous and Helpful
- The person seemed impolite
- Excessive hold time

Upon arrival, how were you treated when you first arrived at our clinic by the staff at the front desk?(Check all that apply)

- Greeted me as I entered
- Seemed indifferent
- Were hospitable
- Gave undivided attention
- Were warm and cheerful
- Inconsiderate

How were you treated by the technician while waiting in the room? (Check all that apply)

- Greeted me warmly
- Communicated poorly
- Seemed hurried
- Were Knowledgeable
- Were kind and helpful

How were you treated by the Veterinarian? (Check all that apply)

- Seemed uninterested
- Listened to my pets needs/symptoms
- Unclear in intentions for treatment
- Seemed hurried
- Described pets diagnosis well

Was the facility exceptionally clean, comfortable, and free of any odors during your visit?
(circle) YES NO

How would you rate your overall impression of our hospital?

Excellent Good Fair

Would you recommend Broadway Animal Hospital P.S. to your friends and family?(circle)
YES NO

If no, please explain so we can address the problem and provide you with a better experience on your next visit: