

CUSTOMER/ PATIENT SATISFACTION QUESTIONNAIRE (SAMPLE - 01)
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Customer Service Questionnaire

Please help us improve our services by answering the questions below. We are interested in your opinions about the recent service you received from us. Please circle at the appropriate place.

<u>Please circle your response</u>	Very Satisfied	Satisfied	Adequate	Unsatisfied	Very Unsatisfied
1. Were our personnel polite and courteous?	5	4	3	2	1
2. Did our personnel take care of you in a professional manner?	5	4	3	2	1
3. Did we explain the services you needed in an understandable manner?	5	4	3	2	1
4. Did we answer all of your questions in an understandable way?	5	4	3	2	1
5. Overall, how satisfied were you with the service you received from us?	5	4	3	2	1

A. Did you have any other concerns, related to your emergency, that you felt was not addressed by our personnel?

B. Please tell us the single most important action we took that made you feel better.

C. What could we have done differently that might have made your experience more positive?
