

Customer Service Questionnaire Example

Please help us improve our patient services by completing this questionnaire. Do not sign your name. Please place in the "Survey Box" when completed.

| Laboratory Customer Service Questionnaire | | | |
|--|--|-----------------------------------|---|
| Date of visit: | | Time (hour [am or pm]): | |
| Your age: | | Your gender: | <input type="checkbox"/> Male <input type="checkbox"/> Female |
| No. | Question | Please circle your answer | |
| 1 | Please rate your overall experience with your visit today. | Excellent Good Satisfactory | Not very good Poor |
| 2 | How long did you have to wait? | No wait | Specify: |
| 3 | Was everything explained clearly? Yes If NO, please explain: | | |
| 4 | Were you treated with courtesy and caring? Yes If NO, please explain: | | |
| 5 | Was the waiting comfortable? Yes If NO, please explain: | | |
| 6 | Was the patient room clean? Yes If NO, please explain: | | |
| 7 | Was it easy to find the laboratory? Yes If NO, please explain: | | |
| 8 | If you had a needle stick (venipuncture) was it comfortable? Yes, not painful If NO, or painful, please explain: | | |

Sample Customer Service Survey Questions

Ron Karr



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