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.

Date of visit: Time (hour [am or pm]):					
Your age:		Your gender: N		Female	
No.	Question	Ple	Please circle your answer		
1	Please rate your overall experience w your visit today.	ith Excelle Good Satisfac	Poor	ery good	
2	How long did you have to wait?	No wai	t Speci	fy:	
3	Was everything explained clearly? If NO, please explain:	Yes			
4	Were you treated with courtesy and c If NO, please explain:	aring? Yes			
5	Was the waiting comfortable? If NO, please explain:	Yes			
6	Was the patient room clean? If NO, please explain:	Yes			
7	Was it easy to find the laboratory? If NO, please explain:	Yes			
8	If you had a needle stick (venipuncture of NO, or painful, please explain:	re) was it comfort	able? Yes,	not painful	

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