

## 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.

<b>Laboratory Customer Service Questionnaire</b>			
<b>Date of visit:</b>		<b>Time (hour [am or pm]):</b>	
<b>Your age:</b>		<b>Your gender:</b>	<input type="checkbox"/> <b>Male</b> <input type="checkbox"/> <b>Female</b>
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

**Karen Leland, Keith Bailey**



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