

## 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> <b>Male</b> <b>Female</b>	
No.	Question	Please circle your answer	
1	Please rate your overall experience with your visit today.	Excellent	Not very good
		Good	Poor
		Satisfactory	
2	How long did you have to wait?	No wait	Specify:
3	Was everything explained clearly? If NO, please explain:	Yes	
4	Were you treated with courtesy and caring? If NO, please explain:	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) was it comfortable? If NO, or painful, please explain:	Yes, not painful	

# Sample Customer Service Survey Questions

**AN Whitehead**



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