

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: Male 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:		

Customer Service Survey Questions Examples

Scott E. Sampson

A red circular graphic with a gradient, appearing as a partial circle or a thick curved line, located to the right of the author's name.

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Customer Service For Dummies Karen Leland, Keith Bailey, 2011-03-03 Customer Service For Dummies Third Edition integrates the unbeatable information from Customer Service For Dummies and Online Customer Service For Dummies to form an all in one guide to customer loyalty for large and small businesses alike The book covers the fundamentals of service selling and presents up to date advice on such fundamentals as help desks call centers and IT departments Plus it shows readers how to take stock of their customer service strengths and weaknesses create useful customer surveys and learn from the successes and failures of businesses just like theirs Karen Leland and Keith Bailey Sausalito CA are cofounders of Sterling Consulting Group an international consulting firm specializing in quality service consulting and training for such clients as Oracle IBM Avis and Lucent *Customer Service Excellence Achieved II*, 1992 *Blackwell's Five-Minute Veterinary Practice Management Consult* Lowell Ackerman, 2013-08-29 Blackwell's Five Minute Veterinary Practice Management Consult Second Edition has been extensively updated and expanded with 55 new topics covering subjects such as online technologies hospice care mobile practices compassion fatigue practice profitability and more Carefully formatted using the popular Five Minute Veterinary Consult style the book offers fast access to authoritative information on all aspects of practice management This Second Edition is an essential tool for running a practice increasing revenue and managing staff in today's veterinary practice Addressing topics ranging from client communication and management to legal issues financial management and human resources the book is an invaluable resource for business management advice applicable to veterinary practice Sample forms and further resources are now available on a companion website Veterinarians and practice managers alike will find this book a comprehensive yet user friendly guide for success in today's challenging business environment

Professional Business Skills Lee Perlitz, Helen Hutton, 2010-09-14 Professional Business Skills 2nd edition provides students with the skills and knowledge required to compete in today's dynamic digital business world This edition has been fully revised and now includes many new features to engage students and provide a practical approach to learning business skills including Town House Media A fictional advertising agency Town House Media is used as a running case study throughout the text to provide a practical demonstration of the skills in action Federal Register, 2008-03 *The World of Customer Service* Pattie Odgers, 2004 With global markets more crowded than ever it is a major challenge for organizations to attract and retain customers due to the competition they are faced with This text is designed to teach exemplary customer service thinking in public or private domestic or international organizations and is written in a practical common sense manner reflecting current customer service concepts and hints Animal Behavior for Shelter Veterinarians and Staff Emily Weiss, Heather Mohan-Gibbons, Stephen Zawistowski, 2015-05-15 Animal Behavior for Shelter Veterinarians and Staff presents and evaluates the available research and programs that address both animal and human behaviors associated with the intake management and rehoming of dog and cats Introductions to dog and cat behavior

relevant to any animal professional Reviews behavioral reasons for the relinquishment of dogs and cats Describes intake and assessment protocol shelter design training and enrichment programs that reduce stress and enhance behavioral well being Concepts to improve the adoption process and support the human animal bond post adoption **Guide to Customer Surveys** Trevor M. Spunt,1999 You can ask anything you like in a questionnaire but the answers you get may not be the ones you need Whether your customers are external or internal their feedback is essential to customer satisfaction You know what kind of information you need to maintain customer satisfaction but do you know how to ask the right question to get that information Guide to Customer Surveys will show you how to ask all the right questions Before you ever start writing the questionnaire you ll learn how to set objectives and choose your target audience Seven simple questions help you formulate a plan and ensure that the survey process goes smoothly You ll know the difference between the types of survey methods and which method is best for your needs You ll get the tested rules of questionnaire layout that will boost your response rates You ll find out the best elements to include in your survey package You ll see the way questions should flow what kinds of questions to put at the top and bottom of the pages and what kinds of questions to avoid You ll learn the tricks that will keep your customers on track and answering questions to the very end of the survey You ll get the advantages and disadvantages of the different question types and when to use each **Traffic Management** ,1985 Understanding Service Businesses Scott E. Sampson,1999 State Agency Use of Customer Satisfaction Surveys ,1995 **Housing** ,2002 *Customer Care* Sarah Cook,1997 As competitiveness increases many organisations have realised that they cannot compete on price alone and have developed strategies for providing superior customer service In this book Sarah Cook provides a comprehensive action plan **Quality Progress** ,1991 **Harvard Business Review Library: Marketing. 8 v** ,1968 **The Quality Management Journal** ,1997 **Customer Service** Beverly Rokes,2002 **Management Auditing as a Regulatory Tool** Howard H. Greenbaum,1987 This important new book explains how to use management auditing to determine the efficiency of public utility management systems The first book to concentrate on such areas as evaluation criteria and audits of operations and personnel Management Auditing as a Regulatory Tool identifies problems in the auditing process and recommends strategies for improving it It is an essential guideline for public utility management auditors and consulting organizations The book focuses on nine management audits of major New York state organizations **Regional Survey: Physical conditions and public services** ,1929 **Branch Management** ,1987

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